



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

**on the Results of the Work of an External Expert Commission
for Assessing the Compliance with the Requirements of Specialized
Accreditation Standards of educational programs**

5B070300-Information systems

6M070300-Information systems

5B070400-Computers and software

5B042100-Design

Kazakh University of Economics, Finance and International Trade

Site-Visit Dates: February 5-7, 2019

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

*Addressed to
Accreditation
Council of IAAR*



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and software», 5B042100-«Design»

**KAZAKH UNIVERSITY OF ECONOMICS, FINANCE AND INTERNATIONAL
TRADE**

From 5 to 7 February 2019

Astana, 2019

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

RK	– Republic of Kazakhstan
MES RK	– Ministry of Education and Science of the Republic of Kazakhstan
JSC	– Joint-stock company
ATU	– Almaty technological university
BD	– basic discipline
PRS	– point-rating system
HE	– higher education
BD	– bachelor degree
MA	– magistracy
PhD	– doctorate
HEI	– higher educational institution
EEC	– external expert commission
EAEA	– external assessment of educational achievements
SCC SLG	– State certification commission – State and local government
DHPE	– Department of higher and postgraduate education
DLT	– distance learning technology
ICT	– information-communication technology
IC	– individual curriculum
SCES	– state compulsory educational standard
GPDE	– Government programme for the development of education
IAARSMC	– Independent agency of accreditation and agency – Scientific-methodological committee
SRW	– scientific-research work
GD	– general documents
NQF	– National qualification framework
NQS	– National qualification system
EP	– educational programme
AS	– academic staff
CIS JEP	– Commonwealth of Independent States – Joint educational programmes
ECTS	– European Credit Transfer and Accumulation system
UHEMS	– Unified higher education management system
ESG	– Standards and Guidelines for Quality Assurance in the European Higher Education Area
EMA REMC	– Educational and Methodological Association of the Republican Educational and Methodical Council
OR	– office - registry
RUE	– Plekhanov Russian University of Economics (Moscow)
JD	– Job descriptions
IASaR	– Institute for Advanced Studies and Retraining
JEP	– Joint educational programme
MOOC	– Massive open online course

(II) INTRODUCTION

In accordance with order №7-19-CA dated on January 24, 2019 by Independent Agency of Accreditation and Rating, from February 5 to February 7, 2019, Kazakh University of Economics, Finance and International Trade conducted an external expert commission to assess compliance of the university's activities with IAAR specialized accreditation standards (dated on February 24, 2017 №10-17-CA, Fifth Edition).

The report of the external expert commission (EEC) contains an assessment of compliance of the activities of Kazakh University of Economics, Finance and International Trade in the framework of specialized accreditation with IAAR criteria, EEC recommendations for further improvement of educational program parameters and parameters of a specialized profile of educational programs.

EEC members:

1. **Chairman of the commission** - Sakhanova Ardak Nauryzbayevna, d.e.s., professor, c Kazakh University of International Relations and World Languages named after Abylai Khan (Almaty);
- 2 **Foreign expert** - Veslav Aleksandrovich Chizhovich, d.e.s., professor, High Commercial School (SGH) in Warsaw (Warsaw, Poland);
- 3 **Foreign expert** - Tursunaliyeva Dinara Mukhtarovna, c.e.s., Associate professor, Kyrgyz Economic University named after Ryskulbekov M. (Bishkek, Kyrgyz Republic);
4. **Expert** - Aldabergenova Saule Salimzhanovna, Ph.D., Kazakh Agrotechnical University named after Seifullin S. (Astana);
5. **Expert** - Sultanova Zamzagul Khamitovna, c.e.s., West Kazakhstan Agrarian Technical University named after Zhangir Khan (Uralsk);
- 6 **Expert** - Seitkhamzin and Gauhar Zhumabekovna, c.e.s., Associate professor, Almaty Academy of Economics and Statistics (Almaty);
- 7 **Expert** - Dyuzelbayeva Gulnara Malikovna, c.e.s., Kostanay Engineering and Economics University named after Dulatov M. (Kostanay)
8. **Expert** - Zakirova Dilnara Ikramhanovna, Ph.D., Turan University (Almaty);
9. **Expert** - Hamrayev Sheripidin Etakhunovich, c.en.s, Associate professor, Kazakh National Pedagogical University named after Abay (Almaty);
10. **Expert** - Bodikov Seyfolla Zhamaovich, member of the Union of Designers of RK, Karaganda State University named after Buketov Ye. (Karaganda);
11. **Expert** - Zholdasbayeva Gulnar Karimovna, d.e.s., professor, Almaty Technological University (Almaty);
12. **Expert** - Abdrasheva Banu Zholdybekovna, Ph.D., Associate professor, Karaganda State University named after Buketov Ye. (Karaganda);
13. **Expert** - Sauranbay Sandugash Babalikyzy, Ph.D., Almaty Management University (Almaty);
14. **Employer** - Nurakhmetova Leyla Kurganovna, General Director of the Association of Professional Accountants and Auditors of Kazakhstan (Astana);
15. **Employer** - Shakitayeva Asel Yersaiynovna, director of the hotel-cafe "Qonaq" (Astana);
16. **Student**-Otkir Nazerke Sakenkyzy, 3rd year student of Eurasian National University named after Gumilyov L.N. (Astana);
- 17 **Student** - Lesnaya Lyubov Vasiliyevna, 3rd year student of Kazakh University of Technology and Business (Astana);
18. **Student** - Nozimova Dilyafruz Shukhratovna, 2nd year student of University Astana (Astana);
19. **Student** - Mauina Gulalem Myrzaliyevna, Ph.D., 1st year student of Kazakh Agrotechnical University named after Seifullin S. (Astana);
20. **Observer** - Aimurziyeva Aigerim Urinbayevna, Agency Project Manager (Astana);
21. **Observer** - Kydyrmina Nurgul Alimovna, Agency Project Manager (Astana).

(III) PRESENTATION ABOUT EDUCATIONAL ORGANIZATION

Kazakh University of Economics, finance and international trade (hereinafter - KAZUEFIT or the University) was established in 2001 in Almaty. Based on the order №679 of the Committee for Supervision and Attestation in Education and Science of MES RK from September 14, 2006, KAZUEFIT was relocated to Astana and merged with the branch of KazEU named after T.Ryskulov.

The structure of KAZUEFIT includes 3 faculties, 10 departments, 23 divisions.

The university provides training to specialists in 6 areas (Education, Social Sciences and Business, Technical Sciences and Technologies, Services, Law, Art), in 16 undergraduate specialties, 8 magistracy specialties and 2 Ph.D. doctoral specialties.

The contingent of students amounted to 3350 people on October 1, 2018.

The contingent of students on 05.02.2019- 3017 people (55 are grant holder), 1,458 students study in state language, 1,559 students in Russian language.

- Full-time - 2286 students,
- By correspondence - 494 student,
- By DLT - 237 students.

Undergraduates contingent - 322 (52 hold bursaries).

The contingent of doctoral students - 11 people, all study with bursary.

KAZUEFIT enrolls 56 foreign students from Mongolia, Tajikistan, Turkmenistan, Uzbekistan, Russia, Azerbaijan, Kyrgyzstan, Armenia, Ukraine, and Germany.

The educational process serves the faculty in the amount of 218 people, of them full-time - 200 people (91.7%):

- Doctors of sciences, professors - 23 people;
- Candidates of Sciences, Associate professors - 67 people;
- Doctors PhD - 21 people.

Academic degree holder ratio by university accounts for 55.5%.

In 2006, 28 teachers won the Republican contest "The best teacher."

The university carries out educational activities on the basis of state license AB №0137409 dated on February 3, 2010, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan (hereinafter referred to as MES RK).

Assessment of University's mission comparing results of work with objectives and is used as a feedback mechanism for making management decisions and analyzing the functioning of quality management system (hereinafter - QMS) within the framework of received certificate for compliance with requirements of international standards ST RK ISO 9001 - 2015, certificates of a leading company on QMS from April 13, 2011 (№EMS 024.03-14 dated on 04.18.2014). The performance of QMS KAZUEFIT is confirmed by independent audits of LLP "EUROASIA MS".

KAZUEFIT infrastructure includes an educational building, a hostel with an area of 1763.3 sq., a dining room with 126 seats.

The university has 14 study and laboratory rooms with a total area of 571.7 sq., equipped with modern equipment and measuring facilities. The educational process uses 18 interactive whiteboards, 23 project screens, 370 modern computers, all with internet access. The library resources of the university are 397726 copies.

Within the framework of targeted training and at the expense of own funds, 6 graduates and employees of the university were trained in postgraduate education programs at leading universities in Kazakhstan: Eurasian National University named after Gumilyov L. N., Pavlodar State University named after Toraigyrov S., Karaganda Economic University of Kazakhstan Consumer Union (Kazpotrebsoyuz), University of ABERDEEN (Scotland), University of Reading (United Kingdom), University of Narxoz, etc.

The University conducts its activity on the basis of following documents:

- The Charter of Educational Establishment "Kazakh University of Economics, Finance and International Trade", approved by the sole founder of JSC "University of Narxoz" by Protocol №5

dated on April 8, 2008 (in the State and Russian languages), registered in the Department of Justice in Astana on June 10, 2008 with №24388- 1901-ME, BIN № 000840001204;

- Certificate of state registration of a legal entity of series B with №0352189, registered in the Department of Justice in Astana on October 13, 2006, registration number 24388-1901-I.c. № BIN 000840001204;

- Statistical card issued by Agency of the Republic of Kazakhstan on Statistics of June 13, 2008, NCEO code 39350963;

- State license of series AB №0137409 and its annexes, with the right to conduct educational activities in the field of higher and postgraduate education without limitation validity, issued by Committee on Control of Education and Science of MES RK from February 3, 2010.

Today, KAZUEFIT has passed all inspection both by the MES RK and by independent rating agencies (<https://kuef.kz/ru/sertifikaty/>):

- In May 2013 - institutional accreditation through the Independent Agency of Accreditation and Rating Agency (AA Certificate №0010 of November 18, 2013) for validity period of 5 years.

- In April 2014 - specialized accreditation of educational programs in 15 bachelor specialties and 8 master specialties for a period of 5 years (Certificate №AB 0192-AB 0214 dated on 21.05.2014)

- In May 2014, Annual planned inspection audit of QMS (ISO 9001: 2009 - CSC certificate №0023118 dated on 04.18.2014).

- In 2015 - control check on compliance with legislation of the Republic of Kazakhstan on education and qualification requirements for licensing of educational activities (Order number 882 from June 18, 2015).

- In 2016, received the status of a base university of MES RK to conduct a unified national testing (UNT) and complex testing (CT).

- In April 2017, QMS recertification inspection audit (certificate of conformity №KZ 7500133.07.03.07610 on KSS form №0054937 dated on April 18, 2017)

- On May 4, 2017, the final stage of the audit was completed by the head university and recommendations were received for further development and integration with the University Narxoz.

- On May 17-19, 2017 - passed international accreditation of educational programs through the international accreditation agency FIBAA (Germany) for a period of 5 years until September 2022 (certificates).

- Certificate of "Leader of the Year - 2017" – received a gold 1 among enterprises in terms of "Amount of taxes".

- On January 24-30, 2018 - successful completion of inspection for compliance with legislation of the Republic of Kazakhstan on education and qualification requirements for educational activities, and a list of documents confirming their compliance with the Committee for Social Security and Education of Ministry of Education RK.

- On April 27, 2018 - passed monitoring by projects Erasmus + "EDUQAS" on "Introduction of a quality assurance system for education through the University-Business-State cooperation in universities", "International Credit Mobility". <https://kuef.kz/ru/cooperation/international-project-eduqas/>

(IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

The university passed a specialized accreditation on April 16-19, 2014 on all educational programmers of the cluster with validity for 5 years. According to the results of accreditation, the External Expert Commission made recommendations to improve activities at Kazakh University of Economics, Finance and International Trade under the accredited EP. The University of Economics, Finance and International Trade developed and approved an action plan for implementation of recommendations of the EEC IAAR at the meeting of Academic Council (Protocol №11 of 06/16/2014). On May 17, 2016, the university successfully passed its first post monitoring.

After specialized accreditation, educational programs actively participate in the National ratings of educational programs.

In the National ranking on innovation and academic excellence in 2017, the EP 6M070300 - "Information systems" took the 2nd place.

In educational programme ratings according to IAAR, the EP 5B070300- "Information systems": in 2014 took the 6th place out of 20 universities, in 2015 – the 4th place (out of 20), in 2016 – the 5th place (out of 21), in 2017 - 3rd place (out of 20) and in 2018 took the 3rd place.

Following the results of the EEC assessment in 2014, the following recommendations were given to the university for EP 5B070300 - "Information systems", 5B070400 - "Computer Engineering and Software", 6M070300 - "Information systems":

1. In order to improve the management of educational programs:

- to continue practice of engaging employers in evaluating EP positioning and planning processes

To comply with labor market requirements the developed EP 5V070300- "Information systems", 5V070400- "Computers and Software", working curricula and syllabuses have been sent for examination to leading organizations in the field of IT technologies in the Republic of Kazakhstan, such as JSC "National Information communication Holding "Zerde", JSC "National Information Technologies", LLP "Lincompany", etc. A Positive feedback was received from JSC "NIT" (№3-10 / 2354 dated on 02.22.2018.) and "Lincompany" LLP (№1 dated on 02.02.2018). According to employers' recommendations, new disciplines are introduced in the cycle of BD and MD, such as: "Computational models of project management", "Robotics", "1 C- programming", "SAS programming", etc.

- to provide an assessment of the effectiveness of changes

In accordance with order of KazUEFIT No. 01-31 / 45 of 07.27.2016 the University established a commission to audit educational programmes and working groups headed by the deans of the respective faculties in all areas and levels of education. The purpose of an EP audit is to provide an independent assessment of the quality of EP's performance, determination of the degree of their compliance with today's realities of the labor market, determination of principles improving the development of EP, identification of qualitatively compiled EP, their further improvement and implementation in the university management system EP.

- in order to assess the effectiveness of changes in the EP, to involve graduating departments and a dean's office in the process of analyzing results of survey and developing corrective and preventive events

As part of research, surveys are conducted on students' satisfaction with organization of education in KazUEFIT and improvement of the educational process; on the quality of work of the dean's office and faculty; on organization and work practices, on prevention and countering with corruption in KazUEFIT, etc.

A continuous online survey on quality of classes at the University (2 times a year) with determination of loyalty index has been organized since November 2016.

- to continue development of accredited educational programs within the framework of an international business school

Taking into account current needs for high-quality and prestigious business education, the University has an active International Business School, which implements professional training programs for masters of business administration (MBA) and doctors of business administration (DBA).

The purpose of the program - to build a community of highly professional business leaders, managerial talent capable of operating at both national and global level of economy, to take strong decisions and act outside the box.

As a result of the survey of potential trainees among the leaders of IT companies (in March, September 2017; February 2018) there was no interest in training in the direction of the International Business School due to high cost of training and opening in the direction of IT in MBS, hence, by KazUEFIT management it was considered as inappropriate.

2 In order to structure the content of educational programs:

- to conduct a comparative analysis of content, including external, and international expertise

The department carries out a comparative analysis of content of educational programs in the specialties “Information systems” and “Computing and software”. For this, on October 7, 2016, a Memorandum of Cooperation between KazUEFIT with JSC “National Information Technologies” was signed in the framework of which JSC “NIT” contributes to improvement of information and communication technologies, to creation of a dynamically developing open environment of the information space, and will contribute to continuous improvement of quality of training specialists in the field of information technologies. So, in the 2016-17 academic years, there was an audit of educational programs. According to the results of the analysis of the EP, regarding the specialty 5B070300- “Information systems” for admission in 2016, following conclusions were made and taken into account when developing curricula for a new academic year and adjusting the curricula of the previous sets.

3 In order to ensure specificity of the EP:

- to strengthen the work on development of multilingual education, including creation of conditions for choosing choice the language of instruction on individual modules

In accordance with instruction of the Head of State and in accordance with State Program for Development of Education and Science for 2016-2019 , the University decided to gradually switch to English-language education, namely teaching the discipline “Information and Communication Technologies” in English , accordingly, the teachers of the department developed a teaching and methodical complex according to a new standard program for the discipline. Also, in the educational programs of all specialties for undergraduates there are included additional disciplines for in-depth study of English language.

- to continue on a regular basis the practice of conducting guest lectures in English language

As part of development of multilingual education, guest lectures by leading scientists from foreign countries are held on a regular basis.

In November 24, 2016, a guest lecture was held with Yanni Lee, Professor of Sunchon University, Seoul, Korea, for students of the specialty IS and CS in English, on development of information technology, a current state and growth prospects. (<http://www.korea-education.kz/14-sunchonskiy-gosudarstvennyy-universitet.html>)

Professor of Mathematics aFree University of Berlin (Germany), Vice-President of the world-famous Isaac Mathematical Society, Heinrich Beger, a creator of the mathematical school on boundary value problems for differential equations, a specialist in the field of mathematics and information systems, conducted guest lectures from 03.05.2017 to 05.05.2017 for students of the specialty IS and CS on topic: “Questions of mathematical modeling of objects with specific examples”. The considered questions on concrete examples caused a lively interest among graduates and undergraduates, especially they were interested in issues of modeling various information systems. They actively participated in discussion of the examples and asked questions. The lectures contributed to increasing a cognitive activity in the field of mathematical modeling and to study mathematical disciplines ([http:// e ducationbro.com/ru/universities/germany/free-university-berlin/](http://educationbro.com/ru/universities/germany/free-university-berlin/)).

- to create a catalog of the best graduates

The Department of Informatics and Applied Economics is constantly working on compiling and updating the catalog of the best graduates of undergraduate specialties “Information systems” and “Computers and software”, as well as graduates of the magistracy “Information systems”. So, on the official website of KazUEFIT, on the tab of the department “Informatics and Applied Economics”, a separate tab “Catalog of graduates of the department” was opened, which contains information about past graduates, as well as graduates of the 2017-2018 academic years. This makes it possible to view career growth of our graduates, as well as maintain constant communication with them.

- to compose alumni association, in order to form stable links with stakeholders

The university is constantly working to update a composition of the alumni association, which includes graduates of past years of undergraduate and graduate programs, in accordance with Regulations on the Alumni Association of the University. Through actively intermediating with graduates of the department, the composition of the alumni association is annually updated.

- to organize methodological seminars for AS involved in servicing the submitted EPs

In order to improve a methodological level of AS and quality of educational process, according to SRW Plan, the department “Informatics and Applied Economics” holds scientific seminars, round tables, on on-line conference and G- global platform.

- to expand the range of programs for horizontal and vertical academic mobility

The department conducts a regular work to increase the level of horizontal and vertical mobility in accordance with Regulation on academic mobility for students. To this end, the department annually approves a plan of scientific internships of the AS department, work is being carried out with partner universities. So, the department is constantly working with Omsk State University n.a. Dostoyevsky FM, in particular, with Faculty of Computer Technologies, represented by a dean, d.p.m.s., professor Guts Alexander Konstantinovich. As part of this cooperation, an international online conference was also held on topic: “Modern Problems of Informatization of Society: New Priorities” on the G- Global platform at Astana Economic Forum. Also as a vertical academic mobility in 2016-17 academic years, 8 undergraduates of the specialty 6M070300-”Information systems” were trained at Omsk State University n.a. Dostoyevsky F. M. from March 13, 2017 to March 30, 2017. In the 2017- 18 academic years there was a scientific internship from March 15 to March 25, 2018, where 14 undergraduates of this specialty were trained.

4. In order to develop human resources and ensure the effectiveness of teaching:

- to continue work on attracting practitioners into educational process and creating branches of departments based on enterprises

On 11.09.2016, d. t. s., professor Kaziyev G. Z., a Chief Specialist at Data Analysis Department of JSC “National Information Technologies” gave a lecture on topic: “Problems of big data analysis and processing Big Data” (<https://www.nitec.kz/index.php/pages/contacts>)

On 11.24.2016, a guest lecture was held by Yanni Lee, a professor at Sunchon University, Seoul, Korea for students majoring in IS and CS. (<http://www.korea-education.kz/14-sunchonskiy-gosudarstvennyy-universitet.html>)

Professor of Mathematics at Free University of Berlin (Germany), Vice-President of the world-famous Isaac Mathematical Society, Heinrich Beger (Heinrich Begehr), a creator of mathematical school on boundary value problems for differential equations, a specialist in mathematics and information systems, conducted guest lectures from May 3, 2017 to May 6, 2017 for students of the specialty IS and CS on the topic: “Mathematical modeling of objects with specific examples”. The considered questions on concrete examples caused a lively interest among graduates and undergraduates, especially they were interested in the issues of modeling various information systems. They actively participated in the discussion of the examples under consideration and asked questions. The holding of these lectures contributed to an increase in cognitive activity in the field

of mathematical modeling and the study of mathematical disciplines. (<http://www.korea-education.kz/14-sunchonskiy-gosudarstvennyy-universitet.html>)

- to strengthen attracting the best foreign and domestic teachers from partner universities

Professors from ENU named after Gumilyov were involved for part-time lecturing on the specialties 5B070300, 6M070300 “Information systems” and 5B070400 “CS”.

-to develop a system of competitive support and stimulation of scientific research of the AS (participation in important scientific conferences, publication of articles in journals, research and etc.)

From 2016-2017 academic years, the university has a flexible system of support and stimulation of scientific activity of AS, which is expressed in AS bonuses for publishing textbooks and scientific articles with non-zero impact factor publications, as with a high Hirsch coefficient (scientific citation). To enhance scientific activities of the faculty on a monthly basis to the official salary, KazUEFIT management set a wage premium.

- to consider the possibility of financing joint applied research of AS with partner universities at the expense of University funds

One of the most important criteria for competitiveness of the university is cooperation in the field of academic exchange both within the country and abroad. In this regard, the University pays great attention to development of academic mobility of students and AS, as well as international internships and training. In KazUEFIT, 3 projects are currently being implemented. Erasmus +:

1 *The project Erasmus + "EDUQAS" The introduction of Quality Assurance System of Education through cooperation of University-Business-State in higher education.* <https://kuef.kz/ru/cooperation/international-project-eduqas/>

2- *Erasmus + "WELCOME" Project Opening to meet international university communities.* <https://kuef.kz/ru/cooperation/international-projects/>

3- *Erasmus + academic mobility project with University of Weyadolida, Spain.* <https://kuef.kz/ru/cooperation/international-projects-uva/>

-to inform the public on scientific and methodological achievements AS

The department regularly holds PR company for scientific and methodological achievements of AS through the site of the University (<https://kuef.kz/ru/faculties/kafedra/index.php?SID=11>, a new spaper

“Ulagat News” (<https://kuef.kz/ru/about/ulagat/>). Also on an ongoing basis, important publications of teachers are placed in the portal G- global.

- to increase academic mobility of AS and involvement of foreign professors in the educational process

The department conducts regular work to increase the level of horizontal and vertical mobility of AS. To this end, the department annually approves a plan of scientific internships of the AS department, work is being carried out with partner universities.

So, the department is constantly working with Omsk State University n.a. Dostoyevsky F.M., in particular with the Faculty of Computer Technologies represented with dean of the d.p.m.s., professor Guts Alexander Konstantinovch. As part of this cooperation, an international online conference was also held on “Modern Problems of Informatization of Society: New Priorities” on the G- Global platform within the framework of Astana Economic Forum.

5. In order to meet the needs students:

- to continue successful certification experience of students. In the framework of initiative “Country Digitalization Acceleration” by Cisco Systems, Inc. at Kazakh schools, colleges and

universities there are free of charge training course “IT Essentials” (IT Essentials). This course meets the requirements of international certification level.

At Kazakh University of Economy, Finance and International Trade at the Department of “Informatics and Applied Economics” a 72-hour training course by Cisco Networking Academy was held in October 2017 on topic “IT Essentials”(IT Essentials) for students of the 4th course of the specialty “Information systems”. The course was conducted by a senior teacher of the department “Computer Science and Applied Economics”, c.p.m.s., Cisco Network Academy Certified Trainer, Bayegizova Aigulim Seisenbekova.

- to systematize support measures for gifted students

At KazUEFIT, the Regulation on support of gifted students has been developed to support gifted students. Measures to encourage gifted students are: preparing students for republican and international conferences; supporting scientific publication activity of students; awarding diplomas and letters of thanks of the university; cash prizes promotion; promotion of urban and non-resident excursions to exhibitions; visiting cultural and educational institutions; providing discounts for admission.

- to attract employers and graduates to conduct master classes in development careers

The idea of corporate relations is reflected in the activities of the department in the 2016-17 academic years. On October 7, 2016 the Memorandum on mutual cooperation with the leading leaders in ITJSC “National Information Technologies” (JSC “NIT”) was signed. According to the Decree of Government of the Republic of Kazakhstan dated on January 29, 2016 Year by No. 40 JSC “BAT” is defined as operator of information and communication infrastructure of electronic government and according to the decree of the Republic of Kazakhstan dated on February 26, 2016 by №118 – as a Unified contact-center. The company was established in 2000 in accordance with the Decree of Government of the Republic of Kazakhstan on April 4, 2000 by № 492 “On the development of single information space in Republic Kazakhstan”. In 2008, it was an affiliated organization JSC “National Information and communication Holding “Zerde”.

- to develop mechanisms for encouraging students for self-education outside the main educational program (extracurricular activities)

At KazUEFIT there are developed regulations on organization of contest video “I choose KazUEFIT”, tasks are creative for potential of university youth; promotion of positively-directed creative activity; increase the information culture of students. According to the results of the creative competition, the winners will be awarded with a participant’s diploma and memorable prizes.

The university holds competitions in accordance with Regulations “Student of the Year”, Regulations on the “Best Student Group” at Kazakh University of Economics, Finance and International Trade. The purpose of which is to identify and support students who take an active part in educational, scientific, sports, social and creative life of the university.

6. In order to develop the resources available to educational programs:

- to continue updating the licensed software on an ongoing basis

For the period from 2016 to 2018, the Center for Information Technology purchased licensed software: IS “Platonus” OS Microsoft Windows, 1C-Bitrix expert, anti-virus solutions.

And the IS “Platonus” has been updated to the latest version at the current moment, and an agreement has been signed with developer on technical support. The IS “Platonus” is designed to automate the educational process in organizations of higher education.

Majority of users in the Republic of Kazakhstan use this software solution. Microsoft versions of Windows 7 and Windows 10 were purchased. Licenses of new office packages Microsoft Office were also acquired. The total number of licenses purchased is for 350 personal computers and 2 server PCs.

- to continue improving the website of the university and formation of content in the state and English languages

For the period from 2016 to 2018, the Center for Information Technology worked on refining and improving the corporate website of the Kazakh University of Economy, Finance and International Trade (www.kuef.kz).

It is important to note that most of the positions are fully implemented by the university, some recommendations are at the implementation stage, some are also reflected in the proposals of the External expert committee from February 5 to 7, 2019, therefore, they are considered partially implemented. Overall, the EEC notes that the recommendations are implemented at 90-95%.

(V) DESCRIPTION OF EEC VISIT

The visit of external expert commission to Kazakh University of Economics, Finance and International Trade was organized in accordance with program agreed in advance with the EEC Chairman, the University Rector and approved by the Director of IAAR in the period from February 5, 2019 to February 7, 2019.

In order to coordinate work of the EEC, an orientation meeting was held on 04.02.2019, during which powers were distributed among the members of the commission, a schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on assessment of university activities, the EEC members used such methods as visual inspection, observation, interviewing of employees of various departments, teachers, students, graduates and employers, survey of faculty members, students.

The meetings of the EEC with target groups were held in accordance with the updated program of visit, in compliance with established time period. The staff of Kazakh University of Economics, Finance and International Trade ensured presence of all participants indicated in the program of the visit.

Table 1 Information about employees and students who participated in meetings with EEC IAAR

Rector	1
Vice Rector	2
Chairmen	10
Directors, heads and department heads	17
Teachers	75
Graduates, undergraduates	172
Graduates	97
Employers	41
Total	415

The experts visited the WELCOME center, the Student Dean's Office, the Student Service Center, the Automation and Robotics Laboratory, the Digital Educational Technologies Center, the PPP laboratory, the research library, and the laboratory n.a. Rodostovets, an assembly hall.

On the second day, EEC members also familiarized themselves with material and technical base of the EP, visited educational laboratories and computer rooms, such as EP 5B070300 / 6M070300 - "Information systems", 5B070400 -Computers and software":

No. 328 is a scientific laboratory of "Computational Systems and Automation of Production Processes" with following equipment, such as: High-frequency signal generator G4-116, Electron-counting frequency meter P3-54, Universal Electronic device Meter, High-precision Combined Instrument UNI-T UT803, Switch Combi Instrument YX-360TRA/H, Switch Combination Instrument TY-360, Megometer ZC11D-10, Signal Generator High-Frequency G4-116, Frequency Meter Electron-Countable Ch3-54, Universal Electronic Instrument Meter, High-precision Combined Instrument UNI-T UT803, Switch Combi Instrument YX-1000A, Laboratory Power Supply DC POWER SUPPLY PS-303D, Arduino Uno, Laboratory power supply PYI-1502,

Computer ASUS P% QL /monitor Aser V233H / DDRII 1500Gb / 250Gb / keyboard / mouse / camera, MFP Canon i-sensys MF4018, Laser color printer SAMSUNG CLP-300, Extruder MK8 for 3D printer complete, Heated platform MK2B 12-24v, Lin Interactive Whiteboard and other equipment.

№ 308 – a scientific laboratory of “Problems of Information Systems Management” equipped with a stationary projector, an interactive board and 9 personal computers in which software such as Borland C++ Builder, Borland is with installed Delphi, Microsoft SQL Server, Rational Rose Model Integrator, Visual Prolog, 1C: Enterprise, Virtual PC, Electronic Workbench, Microsoft Visual Basic, MicrosoftFox Pro, PHP Expert Editor, Cisco Packet tracer, MS Visual Studio 2017 Express, MSIIS Express, Java IDENetBeans, Python IDE, CodeLite, CourseLab, Forge Studio, PostgreSQL Manager, Admin IV, Apache Tomcat, Apache Denwer, PhpDesigner 8, GANGLIA, Collect D, Zabbix, SQL Developer for Oracle, GIS QGIS packages, AR statistical package, White Box simulation package, Virtual Box emulators;

№ 418 – an educational laboratory "Physics, circuitry", equipped with a stationary projector, an interactive whiteboard and 9 computers with virtual laboratories in physics and circuitry;

№ 427, 434, 305, 306, 307 - computer classes equipped with modern computers of the latest generation with installed software, equipped with projectors.

During the excursion, the EEC members familiarized themselves with material and technical base of EP 5B042100 - “Design”, visited a number of study rooms and a design workshop:

№119 A - educational laboratory “Modeling and technical means of design”, equipped with computer equipment (8 items), tools for creative work (18 items), software (18 items), slate board, educational furniture (tables, chairs-20, easel, cabinets), machine with numeric programmed control using the layer-by-layer part creation method - 3D Printer, as well as office equipment, software and additional equipment for it (coils, wheels);

№ 117A - computer room of the “Design” department, equipped with a stationary projector, screen, personal computers in which are installed licensed computer specialized programs “Corel DRAW Graphics Suite”, “Photoshop CC”, “Adobe Illustrator”, “InDesign CC”, “AutoCAD”, “ArhiCad 19” for training practical skills of students in preparation of various graphic and architectural design projects.

No. 117 is a study room of creativity (in drawing and painting), equipped with art easels, chairs, desks, requisites, a podium for staged material and a sitter, spotlights with shields and removable light filters.

№ 104 - educational and methodical office, equipped with a stationary projector, interactive board, shelving, training equipment.

The EEC members attended a lecture in the audience 413 on the subject "Programming in the Java environment" for 3-year students of Kazakh department on specialties 5B070300 - “IS”, 5B070400 - “CS”, in groups IS -309, CS- 310, IS -209/1, CS -210/1. The total number of students in the 3rd year is 43, 20 people were present, the low number was due to weather conditions, due to a strong storm and frost -35 degrees, and therefore, students from the suburbs could not reach the university. According to the schedule, the lecture had to be led by senior teacher, master Santeyeva S. A., but due to her illness, a lecture was given by a senior teacher, Master of Technical Sciences Abisheva A. A. (replacement schedule is available at the department) on topic: “Controlled circuit. Unicode symbols. Special symbols. Variables and types. Basics and types of links. Initial values of variables and fields”.

The lecturer uses innovative teaching methods, i.e. she interacted, was in the mode of conversation, dialogue with students. Materials provided in the form of presentations. And there was an awakening of the students' interests, as well as an independent search by students for ways and options for solving a set of learning task (choosing one of the proposed options or finding one's own option and justifying the solution).

They visited a laboratory class in the discipline “Algorithms, data structures and programming”, specialty 5B070300 - “Information systems” in aud. 124. A total number of students in one group is 17 students, 5 of them were present, and the low number was due to weather conditions. The

lesson was conducted by Kutpanova Z. A. Senior Lecturer, Master of IST.

The topic of the laboratory work “Algorithms. Principles of processing algorithms. Analysis of algorithms for working with various types of cycles. Estimation of complexity of the algorithms”.

The theme of the laboratory session coincides with syllabus. Students independently perform all tasks. The teacher advises on all issues in this discipline.

On February 6, 2019, the EEC members (at 9.00-9.50) attended the class “Computer Graphics” for the first year students of EP 5B042100 - “Design”, group Diz-130 AB, which was held in 434 audiences. The total number of students in 1 course is 38 people, attended by 23 people. Lecture was conducted by master, senior teacher Ryskeldin Zh.S.

The purpose of the lecture was to familiarize students with a graphic editor AutoCAD and its development history, to study the program's interfaces. The task is to learn how to use a graphical editor and the ability to work with basic primitives. An activity approach to learning was applied with the help of software and hardware, like computers, screen, which carried out educational and cognitive activity of students.

On February 6, 2019 (at 10.00-10.50) the EEC members attended a lesson on the discipline "Fundamentals of Design" for the 1st course of group 5B042100 - "Design", which was held in 108 auditorium. A total number of students is 19 people, it was attended by 18 people. The lesson was conducted by Master of Art, Aliyeva A.N on “Design basics” subject, on topic: "Graphic font". The purpose of the lesson was to study structures of uppercase and lowercase letters and numbers, and an example of the execution of inscriptions. At the lesson a new method “everyone teaches everyone” was applied, in which students cooperated in small subgroups with master handouts and worked with cards presented by the teacher. At the beginning of the classes, the teacher briefly explained the new material and conducted work with visual aids, video and audio materials.

On February 6, 2019 (at 11.00-11.50) they attended a class on discipline “Illustrative graphics” for the 3rd course of Diz-302 G5B042100 group - “Design”, which was held in 409 auditorium. A total number of students in the course is 8 people, it was attended by 6 people. A practical lesson was on the theme “Features of comic book composition in the context of illustrative graphics”, held by a senior teacher, Master of Arts Mukhamediyeva S. K. The purpose of the lesson was formation of knowledge and skills to use traditional and combined image techniques in accordance with creative intent. The lesson was held in the form of a project method.

The following questions were addressed: 1. Functions and features of the artistic language of illustrative graphics; 2. Author's solutions for layout of the comic to Kazakh folk tales with a dynamic action. Given tasks:

- Making sketches of composition on design of a comic book (layout);
- Search for composite solution, dust jacket, flyleaf and title page, frontispiece comic in sketches.

The lesson was held with the use of handouts (the purpose and tasks of the creative task, the description of the fairy tale and characters), illustrations (examples of work).

The issues addressed in the above-mentioned classes regarded the content of the sample program and content of the discipline's syllabus, and also allowed an assessment of learning outcomes, skills, abilities and competencies in the relevant disciplines.

During the visit, the experts got acquainted with material and technical base. LLP “Lincompany”, where students of accredited EPs undergo a professional practice. LLP “Lincompany” specializes in research and development in the field of “e-government” information architecture, usability, marketing and sociological research, develops comprehensive solutions to improve the efficiency of “e-government”, is engaged in research of the problems of the information society. The assets of the company - research and development, registered in the Committee on Intellectual Property of the Republic of Kazakhstan, such as monitoring the internet portals state bodies of Kazakhstan and Russia since 2001, analyzing their structure and content, conducting usability testing, studying international experience in the field of e-government development, legislation and government programs in this area, an approximate structure of the e-government portal for Kazakhstan was developed. LLP “Lincompany” launched the business portal of Astana www.astana2050.kz, the tasks of the portal are informational support of business and

online consultation of entrepreneurs. He is also engaged in information support for investors, developing industry-specific platforms, marketing research of global markets, consulting on the information architecture of Internet resources, developing unified requirements for information architecture. Websites of government agencies develop quality standards for information posted on government websites and consulting support for their implementation, quality assessment of information and electronic government services (audit of information resources), assessment of the economic efficiency of government IT projects. During the visit, the experts got acquainted with the material and technical base of "Lincompany", its industrial infrastructure, organizational structure of the company. The LLP "Lincompany" provides students majoring in IS and CS a professional practice, learn techniques for analytical studies of various information systems, use a variety of BI - system for analysis, assess the quality of information services, also after the end of practice to protect the results of the practice in the form of a conference with participation of heads with enterprise and university. The company provides all the necessary information, analytical results of investigators that students study, analyze and use in the implementation of theses, master's projects, theses, reports practice.

The EEC experts visited places of student internship for EP 5B042100 "Design" - PA "Union of Artists Astana" and IE "Islam", which are located at the following addresses: Republic of Kazakhstan, 010000, Astana, Abay Avenue, 19 and Astana, str. Sh. Zhiyenkulova 7/2.

During the visit, the experts got acquainted with the material and technical bases of PA "Union of Artists Astana" and IE "Islam", where some practical classes, technological, industrial and pre-diploma practices of students take place.

PA "Union of Artists Astana" is a large non-profit association that receives large-scale government orders for the design of the city, has an exhibition hall, an art gallery and a number of workshops of honored cultural workers of RK, equipped with modern equipment and technical means for modeling clay, stone, wood, bone carving; casting, for the manufacture of arts and crafts; sculptures, small architectural forms, complex architectural ensembles. In the workshop of Honored Worker of RK, EP Associate Professor "Design" Smagulova S. A., located in this building, conducts practical training on the subject "Sculpture and plastic modeling".

During the visit to the production base of the EP Design IE "Islam", the experts familiarized themselves with the material and technical base, the production infrastructure, and the organizational structure of the enterprise with an area of over 200 sq.m. equipped with modern equipment: sawing machine, PVC rolling machine, PRO 100 computer program (for furniture design), office equipment, tools for interior planning, finished product warehouse, raw materials and materials warehouse (LDSP, PVC, etc.), finished product catalogs.

Students undergo professional practice at the data bases of the department, protect the results of the practice in the form of a conference with the participation of managers from the enterprise and the university, as well as in individual disciplines like "Sculpture and Plastic Modeling", "Painting", "Designing Design Objects" for the EP "Design", practical training on the basis of enterprises is practiced. In addition, the company provides all the necessary information of an analytical nature, data on the history and activities of enterprises that students learn and use in the process of coursework, diploma projects, practice reports. During the internship, students acquire practical skills and competencies in their specialty.

Also, students in the course of professional practice acquire practical skills and competencies in the specialty. In departments and services Modern, state-of-the-art programs for planning, forecasting, monitoring and managing all the activities of the enterprise have been established.

In accordance with the accreditation procedure, a survey of teachers and students was conducted.

In order to confirm the information presented in the Self-Assessment Report by external experts, the regulatory and operational documentation of the university was requested and analyzed.

Along with this, the experts studied the university's Internet positioning through the official website <http://www.kuef.kz>

As part of the planned program, recommendations for improving the university's activities, developed by the EEC following the results of the examination, were presented at a meeting with

the management on February 7, 2019

(VI) COMPLIANCE WITH STANDARDS OF SOECIALISED ACCREDITATION

6.1 STANDARD “MANAGEMENT OF EDUCATIONAL PROGRAMME ”

- The university must have a published collateral policy quality.
- The quality assurance policy should reflect the link between research, teaching and learning.
- The university should demonstrate the development of a culture of quality assurance, including in the context of EP.
- Commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including in the implementation of joint / two-degree education and academic mobility.
- The EP management ensures the transparency of the development plan for the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.
- EP Guide Demonstrates Functioning mechanisms
- Formation and regular review of the EP’s development plan and the monitoring of its implementation; goals learning matching needs students, employers and society, adoption solutions aimed at continually improving the EP.
- The EP management must attract representatives groups of interested parties, including employers, students, and AS to formulate an EP development plan.
- The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.
- The university must demonstrate a clear definition of those responsible for the business processes of the EP, a clear allocation of official responsibilities staff, the division of functions of collegial bodies.
- The EP Guide must provide evidence of the transparency of the educational program management system.
- The EP management must demonstrate successful operation of the internal support system, quality of EP, including its design, control and monitoring, their improvement, fact - based decision making .
- The EP management must implement a risk management.
- The EP management EP must provide participation representatives interested persons (employers, AS, students) in the composition of the collegiate bodies of management of the educational program, as well as their representativeness in making decisions on the management of the educational program.
- The EP management must demonstrate control innovation within EP, including analysis and introduction of innovative offers.
- The EP management must demonstrate evidence of openness and accessibility for students, AS, employers and other interested parties.
- The EP management must be trained in education management programs.
- The EP management should strive to ensure that progress made since the last external quality assurance procedure was taken into account in preparing for the next procedure.

The evidence part

Training of specialists in KazUEFIT is carried out according to the Classifier of specialties of higher and postgraduate education RK. Training in KazUEFIT on educational programs (EP) of higher education in the cluster specialties are implemented:

- on two levels of preparation: on a specialty “ Information systems ” - a bachelor degree (5B070300), a magistracy (6M070300);

-on one level of preparation: on a specialty "Computers and software" and "Design"- undergraduate (5B070400 and 5B042100).

Training of specialists in EP of bachelor degree 5B070300 "Information systems" and 5B070400 "Computers and software" undergraduate, carried out on the basis of the state license MES RKy №0137409, issued on 03.02.2010, with a validity period - without limitation.

The training of specialists in EP "Design" of the bachelor degree is carried out on the basis of the license series AB No. 0137409 (renewed on 03.02.2010) for an unlimited period of time (SCES MES RK order No. 1041 of 09.07.2013) for an unlimited period.

Training in magistracy in EP 6M070300 "Information systems" has been carried out since 2010 on the basis of the state license MES RK series №0137409, issued on 03.02.2010, with a validity period - without limitation (www.kuef.kz). Education in the magistracy is carried out in full-time with duration of 2 years - for the scientific and pedagogical direction with the award of an academic degree Master of Technical Sciences and 1.5 years - for the profile direction, with the award of an academic degree - Master of Engineering and Technology. Training of students is organized in the state and Russian languages.

The university has demonstrated existence of policy in the field of quality of education, approved by the University Academic Council (protocol 2 of 09.09.2017). This document is posted on the University website www.kuef.kz and is available to interested parties.

The implementation and development of accredited programs is determined, first of all, by the mission, the KazUEFIT Strategic Development Plan.

The Strategic development plan for 2016-2020, approved by the University Academic Council, was built to meet the requirements of the rapidly changing educational environment and is aimed at systematic improvement of training specialists taking into account the level of science development and the conditions offered by reality.

The quality assurance policy reflects the link between research, teaching, learning, and takes into account both the national and intra-university context.

In order to manage business processes, KazUEFIT is guided in its activities by standards and ECTS directives and uses a Quality Management System that meets the requirements of international standards. To support the main business processes at the university, a set of internal regulatory documents has been developed, which regulates the implementation of the EP.

The necessary information, personnel, financial and material and technical resources, as well as regulatory and legal documentation to ensure the implementation of educational programs are available for managing the EP.

For the development and regular adjustment of the EP, Academic Councils are created with the involvement of specialists from both the internal and external environment, including trainees, AS and employers. The representativeness of employers involved in the design and implementation of each educational program is demonstrated.

Guide EP operates on the principles of openness and accessibility for students, AS and employers.

Analytical part

The Commission notes that:

- on accredited cluster specialties, some work has been done to strengthen the documentation of all major business processes governing the implementation of the EP;
- analysis of information on the implementation of the EP is carried out by considering these issues at the meetings of the department, the academic council for the EP and the Academic Council of the University;
- developed MEPs.

At the same time, the uniqueness and advantage of the EP over similar educational programs of other universities is not sufficiently confirmed, this opinion was confirmed during the interviewing of EP managers and in the analysis of the submitted documentation. The EP management did not demonstrate the individuality and uniqueness of the EP development plan, its consistency with the

national development priorities and the university development strategy. There is no specific program for introducing innovations in the EP, especially with orientation of the EP implemented at the university to specific sectors of economy, the process of monitoring the implementation of the innovations implemented in the EP is not systematized.

Analysis of the documents studied, as well as the results of interviews with students, AS, graduates and employers, led to the conclusion that the content of educational disciplines within educational programs does not always take into account changes in the labor market, requirements of employers and social demands of society. In this regard, there is a need to revise the content of academic disciplines. Also, to enhance the practice orientation of the courses offered, develop elements of dual education at senior courses.

The EP management was unable to demonstrate how innovation is implemented. During the meeting with teachers there were no examples of the implementation of specific innovations. As it turned out during a conversation, that scientific o- innovation teachers are not always closely linked to the teaching disciplines.

In order to effectively manage accredited EPs at the Faculty of AS, the Risk Management Plan has been developed and approved, according to which risk management is carried out. Also, measures for risk leveling have been developed, supporting documents on the implementation of planned works have been submitted. In order to manage the risks associated with the weakening of personnel potential regarding a master program EP "Information systems" it was planned to increase percentage of degree ownership and amplification of EP human capacity, since 2014 candidates and PhD have been intentionally invited: c.p.s. Shuitenov G. Zh., c.t.s. Serimbetov B .A ., PhD Muratbekov M.M., PhD Barlybayev A.B. , PhD Altynbek S.A., Honored Worker of RK Smagulov S .A. and others. In case of dismissal of doctorate in EP 6M070300 “ IS” there is a risk of non-compliance with the qualification requirements in terms of implementation post-graduate education with professional training programs of academic degree " Master", which requires a doctor of science and two doctors of philosophy (a PhD). In order to reduce this risk, it offers salary increments to stimulate teachers. Risks for the educational program are external mobility of teachers, aging staff. One of the ways to reduce such risks is to attract young people to the educational process.

The self-assessment report on accredited EPs did not provide information on the conformity of professional qualifications to management. As a result of an interview with the leadership of the EP, it was revealed that the university has not developed the practice of training university managers in educational management programs. At the interviews during meetings with the vice-rectors, with the heads of structural divisions, it turned out that only two or three people completed courses in “Education Management”, the relevant certificates were not presented. According to the results of the AS survey:

-5.1% of AS rate the possibility of combining teaching with scientific research “relatively poorly” ;

-10.2% of AS rate the possibility of combining teaching with applied activity “relatively poorly”.

According to the results of the survey, the level of availability and responsiveness of the university management is “fully satisfied” - 82.5%, “partially satisfied” - 16.5% of students.

Strengths / best practice:

The university has a published quality policy. There is a clear vision for implementation of EP business processes. Academic councils on Eps are functioning. Actively participate in various EP ratings.

EEC recommendations:

1. By the end of 2018/19, the EP management will develop a refined graduate model and EP development plan with specific measurable indicators and designate those responsible for the execution of the plan.

2. Provide an up-to-date 2019/20 professional development course management of EP in Education Management.

Conclusions EEC on the criteria: According to the standard "Management of the educational program" 17 criteria are revealed, of which -8 are strong, satisfactory -8, requiring improvement - 1.

6.2 STANDARD " INFORMATION MANAGEMENT AND REPORTING "

➤ The university should ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software means.

➤ The EP management should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.

➤ Within the EP, there should be a regular reporting system reflecting all levels of the structure, including an assessment of the performance and effectiveness of the activities of departments and departments, and research.

➤ The university should establish the frequency, forms and methods for evaluating the management of the EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of research projects.

➤ The university must demonstrate determination of the order and the protection of information, including the identification of the responsible persons for the accuracy and timeliness of the information and analysis of data.

➤ An important factor is the involvement of students, employees and AS in the process of collecting and analyzing information and making decisions based on them.

➤ The EP management must demonstrate that there is a communication mechanism with students, employees, and other interested persons, including the availability of authorization mechanisms conflicts.

➤ The university should provide a measure of the degree of satisfaction of the needs of the AS, staff and students within the EP and demonstrate the evidence to eliminate the detected deficiencies.

➤ The university should evaluate the performance and effectiveness of the activities, including in the context of EP.

➤ The information collected and analyzed by the university within the EP should take into account:

-key performance indicators ;

-dynamics of the contingent of students in the context of forms and types;

-level of academic achievement, student achievement and expulsion;

-students' satisfaction with the implementation of the EP and the quality of education at the university;

-availability of educational resources and support systems for students;

-Employment and career growth of graduates.

➤ Students, employees and AS must document their consent to the processing of personal data.

➤ EP management should help provide all relevant information in relevant areas.

The evidence part

The university has demonstrated the existence of a policy in the field of quality education, approved by the University Academic Council. This document is posted on the University website www.kuef.kz and is available to interested parties.

The Kazakh University of Economics, Finance and International Trade has introduced information management processes, including processes for collecting and analyzing information. The university has designated responsible persons who are responsible for the information and technical support of the EP under accreditation.

Dissemination of information and receiving feedback is carried out through meetings of collective bodies, working groups created to solve actual problems. The management of the university implemented the following information technologies: information site www.kuef.kz, educational portal "Platonus", the IP-telephony and others.

For the timely input of reliable data in AIS "Platonus" and the subsequent formation of reporting information at the university responsible persons are defined. The periodicity of the input and the accuracy of the information And the IS "Platonus" governed by regulations of the University.

For conducting online lectures to students of distance learning, the Moodle program is installed. The recording of video lectures by teachers in all readable disciplines of undergraduate accredited EPs that are located in the distance learning system has been organized.

The career center regularly conducts work with employers, employment centers, as well as with other enterprises, organizes annual job fairs, monitors employment and career growth of graduates.

Information is analyzed in the following categories: contingent of students, level of academic performance, satisfaction of students with the content of the EP, availability of educational resources, employment of graduates.

To monitor the implementation of the MEP plan and implement corrective actions, reports from the heads of departments and questionnaires are used. The estimation is made in all areas of educational, o- methodical, informational, scientific, educational activities and logistical support of the educational process. Evaluation of the effectiveness of the implementation of the EP is considered at meetings of the department, academic council, faculty, administration, the Academic Council, is made in the form of protocols.

Analytical part

According to the analysis of compliance with the criteria of the "Information Management and Reporting" standard for accredited EPs, the commission notes the following: the university has an information and reporting management system. Data is stored in electronic and paper format in accordance with the nomenclature.

The databases available at the university allow forming a variety of analytical reports.

Regular surveys of students, employees, AS, employers are conducted, the results of which take appropriate measures to eliminate shortcomings and improve the EP.

Feedback has been established with the students, which allows to reveal their satisfaction with the quality of the realized EPs. In the course of the conversation with the students, they noted that there was an opportunity to address the management with these or other problems.

Interviews with teachers and students showed that suggestions and recommendations from stakeholders find a response in management decisions.

During the EEC visit, the university did not fully demonstrate how preventive and corrective measures are developed based on the analysis and evaluation of control indicators, as well as an assessment of their effectiveness. Also, information was not fully provided on how management sets the frequency, forms and methods for evaluating EP management, the activities of collegial bodies and structural divisions, and the implementation of research projects. EP Guide did not give examples How does the information gathered affect the improvement of the internal quality assurance system, the specific facts of students' participation in the processes of collecting and analyzing information, and making decisions based on them. Students, employees and AS are not sufficiently involved in the processes of collecting and analyzing information and making decisions based on them. It was also not possible for the EP management to provide a full analysis of joint programs with foreign educational organizations; EEC members note insufficient cooperation with foreign universities to create joint programs. Not all students, employees and AS are involved in the process of information analysis and decision-making based on them, which was clearly seen in meetings with these groups.

The system of regular reporting does not reflect all levels of the structure for evaluating the performance of the department itself and its research.

Strengths / Best Practices

- strengths were not identified

EEC conclusions on the criteria: According to the “Information Management and Reporting” standard, 17 criteria are revealed, of which -4 are strong, -12 are satisfactory, and 1 is an improvement.

6.3 STANDARD "FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMS"

- HEI should define and document procedures development EP and their approval at the institutional level.
- The EP management must ensure that the developed EPs comply with the objectives, including the intended learning outcomes.
- The EP management must provide availability of developed models of graduate EP describing learning outcomes and personal qualities.
- The EP management must demonstrate an external examination of the EP.
- Qualifications obtained at the end of the EP must be clearly defined, clarified and meet a certain level of NQS.
- The EP management should determine the impact of disciplines and professional practices on the development of learning outcomes.
- An important factor is the possibility of preparing students for professional certification.
- The EP management must provide evidence of the participation of students, AS and other stakeholders in the development of the EP, ensuring their quality.
- The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.
- The EP management should provide the content of academic disciplines and learning outcomes level of training (bachelor , master, doctoral).
- The structure of the EP should include various activities in learning.
- An important factor is the presence of joint EP with foreign educational organizations.

The evidence part

The development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory acts in the field of higher and postgraduate education.

The accredited EPs are provided with educational and methodical documentation in accordance with the requirements of: state compulsory education standards; typical and working curricula of specialties; typical and working educational programs of disciplines.

Evaluation of the quality of educational programs is carried out on the basis of the analysis of curricula, the catalog of elective disciplines, modular educational programs, educational and methodical complexes of EP, educational and methodical complexes of disciplines, schedules, individual plans of students, internal regulatory documents governing the implementation of educational programs, students' survey.

The planning of the content of educational programs of the university is based on the modular and competence -based approaches based on the results of the annual analysis of educational programs, taking into account the views of students, AS and employers, recommendations of corporate partners.

Undergraduate education programs form the competencies of six groups: general education, socio-ethical competences, economic competences, organizational and managerial competencies, professional competencies, language skills and ability to adapt.

Magistracy educational programs of accredited EPs form the expected learning outcomes based on the National Qualifications Framework, as well as second level Dublin descriptors, which are expressed through three groups of competencies: general education, broad outlook, emotional

intelligence; expert and analytical competence; research competencies / project research competencies.

The university has the following types of curricula: standard curriculum (SC), working curriculum (WC), individual curriculum (IC). Curricula are developed on the basis of EP standard curricula for the entire period of study, State Compulsory Educational Standards and Rules for the organization of the educational process on credit technology of education. In accordance with SCES RK, the curriculum maintains the ratio of the volume of disciplines of the cycles of GED, BD, major disciplines.

The content and structure of the accredited EPs are formed in accordance with the requirements of the Model Rules for Higher and Postgraduate Education Organizations, approved by Government Decree RK of May 17, 2013 No. 499, SCES RK, approved by Government Decree RK No. 1080 dated August 23, 2012, credit technology training approved by Order of the Minister of Education and Science No. 152 of 04/20/2011 with the corresponding changes to them.

Formation of individual educational trajectories of the student is carried out with the help of an adviser for each academic year based on SCES RK, SC, CED.

For each accredited EP, MEP was developed, which shows the complexity of the cycle disciplines in Kazakhstan and ECTS credits, as well as in hours, highlighting lectures, practical (seminar) classes, independent work of students under the guidance of a teacher and independent work of the student, all types of professional practice, intermediate certification

MEP-accredited EPs are formed by Academic Councils with the participation of employers, practitioners and trainees; mandatory examination of their content and quality of compilation by employers is carried out.

Analytical part

The analysis of accredited EPs for compliance with the criteria of the "Development and Approval of the Educational Program" standard shows that the content of educational programs, the sequence of their implementation, the depth of development for all EP training require improvement in accordance with the regulations and labor market demands.

An AS survey conducted during the EEC IAAR visit showed a high appreciation (71.29%) of the university's attention to the content of the EP. The content of the EP "very well" meets the needs of 69.5% AS, "good" - 28.8%.

The survey of students showed that the level of responsiveness to feedback from teachers regarding the educational process is fully satisfied - 89.3%; partially - 8.7%; completely satisfied with the quality of teaching - 80.6%, partially - 16.5%, partially dissatisfied - 1.9.

During the meeting with AS, it was not possible to fully clarify the specifics of the development and approval of the EP at various levels - undergraduate and graduate programs.

Strengths / Best Practices

For the development and management of the EP, a full-time staff member is opened - the head of the educational program with the appropriate authority. The Academic Council fully performs its tasks.

EEC recommendations:

1 To work out mechanisms for organizing seminars on topical issues of disciplines of educational programs with the involvement of specialists from corporate partners.

2 Consider the possibility of preparing students of accredited EPs for professional certification.

Conclusions EEC: According to the standard Formulation and approval of the educational program" 12 criteria are revealed, of which 7 are strong, satisfactory –4, requiring improvement –1.

6.4 STANDARD "CONTINUING MONITORING AND PERIODIC EVALUATION EDUCATIONAL PROGRAMS "

➤ The university should monitor and periodically evaluate the EP in order to achieve the goal

and meet the needs of students and society. The results of these processes are aimed at continually improving the EP.

- Monitoring and periodic evaluation of the EP should consider:
- The content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline being taught ;
- Changes in the needs of society and the professional environment;
- Load, academic performance and graduation of students;
- The effectiveness of student assessment procedures;
- Expectations, needs and satisfaction of students;
- The educational environment and support services, and their relevance to the goals of the EP.
- The university and the EP management must provide evidence of the participation of students, employers, and other stakeholders in the revision of the EP.
- All interested parties should be informed of any actions planned or taken with respect to the EP. All changes made to the EP must be published.
- EP management should ensure that the content and structure of the EP is revised to reflect changes in the labor market, employers' requirements and the social demands of society.

The evidence part

The university self-assessment report provides the necessary information on the issues of continuous monitoring and periodic evaluation of the educational programs of the accredited cluster.

To determine the level of satisfaction of internal needs, the leading teachers of the department every academic period organize and conduct a survey of students.

EP monitoring and evaluation is carried out in departments where an EP implementation report is compiled annually, where self-assessment and analysis of the success of the implementation of the EP development strategy on quantitative and qualitative indicators are conducted, the report is based on the analysis of the main problems identified as a result of monitoring the scientific and educational process and evaluating external and internal factors. The main criterion for success in the implementation of the EP is the percentage of employment of graduates in this EP and feedback from employers about university graduates, admission of graduates to the magistracy and their academic performance.

According to the rankings conducted by the National Chamber of Entrepreneurs “ Atameken ” in 2018 EP “ Computers and software ” took the 12th place out of 53 participating HEIs of Kazakhstan ([http://atameken.kz/uploads/content/files/Calculate% 20technique% 20 and % 20program % 20 collateral \(1\). pdf](http://atameken.kz/uploads/content/files/Calculate%20technique%20and%20program%20collateral(1).pdf)), and EP “ Information systems ” took the 27th place out of 65 participating programs ([http://atameken.kz/uploads/content/files/Informational% 20 systems \(1\). pdf](http://atameken.kz/uploads/content/files/Informational%20systems(1).pdf)). In the ranking of HEIs RK in 2018, conducted by the IAAR for educational programs on the levels and areas of undergraduate education, the EP “ Information systems ” took the 3rd place and the magistracy of the EP “ Information systems ” took the 12th place. According to the rating of Independent Kazakhstan Agency for Quality Assurance in Education (IQAA) of the magistracy “ Information systems ” took the 9th place. According to the National Rating on Innovation and Academic Excellence (General Rating HEIs according to the version of the Republican rating agency NAS HS Kazakhstan) EP bachelor's “ Information systems ” 2nd place, magistracy “ Information systems ” 4th place.

As a communication channel for innovative proposals, traditional feedback forms are used: meetings with the management and the rector’s blog.

Analytical part

EEC confirms that the university management has demonstrated its openness and accessibility for students, AS, employers: reception hours for personal matters have been defined, meetings with the rector are held on a systematic basis.

The self-assessment report provides information on the forms of participation of stakeholders in EP monitoring.

At the same time, during interviewing focus groups, visiting departments and analyzing the documentation provided, EEC representatives note that in practice the mechanisms of forms of participation in planning, managing and monitoring EPs do not work fully. The question of monitoring and periodic evaluation of the EP, in particular, the content of the programs in the light of the latest scientific achievements in specific disciplines to ensure the relevance of the taught discipline, is not disclosed.

Hands- on EPs need to emphasize the practice-oriented nature of educational programs being accredited, taking into account the requirements of the labor market.

Strengths / Best Practices

Academic Council conducts annual EP monitoring and review by employers. Availability of expert opinions from staff.

EEC recommendations:

1. Provide practice-oriented educational programs accredited taking into account market demands of labor and professional association of employers, including those due to increase in time devoted to practical work in the facilities to produce allied professions.

Conclusions of EEC by criteria: According to the standard “Continuous monitoring and periodic evaluation of educational programs” 10 criteria are revealed, of which -7 are strong, satisfactory –3.

6.5 STANDARD "STUDENT CENTERED LEARNING, TEACHING AND EVALUATION OF ACADEMIC PERFORMANCE"

- The EP management must ensure respect and attention to the various groups of learners and their needs, providing them with flexible learning paths.
- The EP management should ensure the use of various forms and methods of teaching and learning.
- An important factor is the presence of its own research in the field of teaching disciplines EP.
- The EP management must demonstrate the presence of a feedback system on the use of various teaching methods and the evaluation of learning outcomes.
- The EP management must demonstrate support for student autonomy with simultaneous guidance and assistance from the teacher.
- The EP management must demonstrate the existence of a procedure for responding to student complaints.
- The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the results of training for each EP, including the appeal.
- The university must ensure that the results of the evaluation of the learning outcomes of students of the EP are consistent with the planned learning outcomes and the objectives of the program. Criteria and evaluation methods in the framework of the EP must be published in advance.
- In the university, mechanisms must be defined to ensure that each graduate of the EP learns the learning outcomes and ensure the completeness of their formation.
- Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.

The evidence part

Under the accredited EP, the guide provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program aimed at the formation of

professional competence.

Regardless of the language of instruction, students are evenly available syllabuses, AMCD, scientific and educational literature, SWS , SWSTS , consultations and information resources. The departments ensure the harmonious development of students taking into account the intellectual development and individual characteristics.

The EP management seeks to provide attention to the various groups of learners and their needs, providing them with flexible learning paths and using various forms and methods of teaching and learning.

For the purpose of student- centered education in the departments, various teaching methods and technologies are used, taking into account the variety of forms of information assimilation. The following active and innovative teaching methods have been introduced in the educational process: a method for analyzing specific situations; discussion method; learning in collaboration, lecture-conversation, lecture-visualization, lecture-dispute, brainstorming; project method; business game method.

Students receive information about the possibilities of forming an individual educational trajectory through an automated system “ Platonus ”, as well as with the help of curators / advisors .

Monitoring the progress of students on the educational trajectory is carried out on the basis of a system for evaluating the results of students. Monitoring is carried out on the basis of reports of the AS department.

Monitoring and evaluation of learning outcomes and their implementation is ensured by the following procedures:

- independent computer testing in an automated system for the disciplines EP: provides an objective assessment of knowledge and shows the dynamics of their level;
- survey of employers on the quality of training graduates EP.

Assessment of knowledge, skills and professional competencies, students of the credit technology of training, is carried out on a 100-point scale with the conversion of the final result into alphabetic and digital equivalent.

When grading, attendance, level of activity in the classroom, systematic performance and level of independence of all types of tasks, ability to correctly formulate the problem and find alternative solutions are taken into account. All academic achievements of students are reflected in the transcript .

Appeal (appeal) of the results of academic progress, students through the work of the Appeals Commission. Graduation works of students are tested for plagiarism.

A classic feedback tool for teaching quality research (content, forms, methods) is the questioning of students. One of the modern directions in the educational process is the widespread use of virtual laboratory work in the interactive mode. In connection with the presence of students of distance learning under the EP "Information Systems", " Computers and software "AS video tutorials are developed and online consultations are conducted for working with students. (Materials are available in the “ Moodle ” distance learning system). The software platform for distance learning support is implemented on the basis of the interaction of the automated information environment Platonus and the DL Moodle support system . Monitoring of the effectiveness and efficiency of the application of innovations and the use of active learning methods is carried out on the basis of the implementation of the principle of collegiality.

Analytical part

Students express satisfaction with the quality of teaching, which is shown by the results of the survey. Satisfied with the quality of teaching completely - 80.6%, partially - 16.5%.

The Commission notes that the University seeks to develop objective means for assessing students' knowledge, using the recommendations of the latest version of ECTS and conducting a clear anti-corruption policy.

At the meeting with IAAR experts, employers emphasized the need to introduce practice-oriented disciplines in the catalogs of elective disciplines, as well as a greater involvement of

practitioners in the educational process.

In general, both students and AS expressed positive opinions on the progress of the implementation of the accredited EPs, which later confirmed the results of the survey. However, we consider it necessary to note that at the university, within the framework of the programs being accredited, there is a need to develop and implement new ones of our own within the framework of the teaching methodology in order to develop student-centered education.

Strengths / Best Practices

-EEC members did not reveal best practice

EEC recommendations:

1. It is necessary to develop programs for the development of educational and scientific laboratories and create conditions for the development of research teams, involving students in research activities on the EP profile.

Conclusions of EEC by criteria: According to the standard “ Student-centered learning, teaching and assessment of progress” 10 criteria are revealed, of which strong –1 are satisfactory –9.

6.6 STANDARD “STUDENTS”

➤ The university should demonstrate the policy of forming a contingent of students in the context of the EP from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.

➤ The EP management must demonstrate special adaptation and support programs for new and foreign students.

➤ The university should demonstrate the compliance of its actions with the Lisbon Recognition Convention.

➤ The university should cooperate with other educational organizations and national centers of the European Network of National Informational Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC in order to ensure comparable recognition of qualifications.

➤ The EP management must demonstrate the presence and application of a mechanism for recognizing the results of students' academic mobility, but also results additional, formal and informal learning.

➤ The university should provide an opportunity for external and internal mobility of students EP, as well as assist them in obtaining external grants for training.

➤ The management of the EP should make the maximum amount of effort to provide students with places of practice, facilitate the employment of graduates, and maintain communication with them.

➤ The university must provide EP graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

➤ An important factor is the monitoring of employment and professional activities of graduates of EP.

➤ EP management should actively encourage learners to educate themselves and develop outside the main program (extracurricular activities).

➤ An important factor is the existence of a valid alumni association / association.

➤ An important factor is the availability of a support mechanism for gifted students.

The evidence part

The EP Guide demonstrates the policy of forming a contingent of EP students from admission to graduation and ensures the transparency of its procedures. For formation of a contingent of students, AS department carries out a great career guidance.

For newly enrolled students, an adaptation week is being organized, implemented by the efforts of academic advisors.

Table 1 - The contingent of undergraduates in September 2018-2019

Specialty	Based on s / e										Based on t / v education					
	1 course		2 course		3 course		4 course		5 course		1 course		2 course		Course 3	
	kaz	Rus	kaz	rus	kaz	rus	kaz	rus	kaz	rus	rus	rus	kaz	rus	kaz	rus
Information nnye system	14	9	16	15	25	7	27	19	-	-	4	6	1		3	3
Computers and software	0	0	9	11	16	12	17	21	-	-	0	0	3			8
Design	124	77	29	25	26	31	18	18	8	22						
Total : 624	138	86	54	51	67	50	62	58	8	22	4	6	4	0	3	11

The analysis of the contingent of students in the accredited EP for the last 4 academic years shows a significant decrease in the number of students in the undergraduate program and a slight increase in the magistracy.

Table 2 – The contingent of students in the context of educational programs

EP	2015-2016	2016-2017	2017-2018	2018-2019
5B070300 “Information systems”	211	193	148	132
5B050600 “ CS ”	125	124	100	86
5B042100 “ Design ”	507	638	360	378
6M070300 “Information systems”	59	59	68	71

In the structure of the contingent of students, the largest share is occupied by students at the undergraduate degree - over 89%.

From 2014 to 2018, in the framework of the program of internal and external academic mobility for the accredited EP, 8 students participated who studied at the following universities: Narhoz-6, UIB-1, foreign university-1.

Procedures for admission of students from other universities, recognition and credit credit, are based on the principles of the Lisbon Conference on recognition. Admission of students from other universities is carried out in accordance with the Rules of Translation and Rehabilitation, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated January 20, 2015 No19. When transferring students from other universities, the academic difference in the disciplines of working students, which they studied in previous academic periods, is determined.

In the 2017-2018, the rate of employment amounted 90% for undergraduate EP. According to master degree-100%.

Table 3 - Employment of graduates in 2018 in the context of specialties

Name specialty	Number of graduates			% employ-ment	Number of allocated graduates	
	total	State contr.	Fee-based		State contr.	Fee-based
Information Systems	73	-	73	87.32%	-	82%
Computers and software	53	1	52	93.6%	11%	85%
Design	31	-	28	90.3%	-	90.3%

Table 4 -Number of graduates distributed in 2 years full-time department

Name specialty	2016-2017				2017-2018			
	total	Employment %	State contract	Fee-based	total	% Employment	State contract	Fee-based
Information Systems	48	75%	8.33%	66.67%	57	40 (70%)	-	40 (70%)
Computers and software	40	90%	17.5%	72.5%	27	21 (77, 7 %)	1 (3.7 %)	20 (74%)
Design	28	93%	-	93%	31	28 (90, 3 %)	-	28 (90,3 %)

Table 5- Number of allocated graduates for 3 years 6M070300 - "Information systems"

Academic year	Magistracy	1.5 year	2 years
2015-2016	26	13	13
2016-2017	21	8	13
2017-2018	33	17	16

Examination sessions are traditionally held within the deadlines set by the academic calendar of the university. The preparation of the sessions was carried out in accordance with the complex of measures for the organization and conduct of the session by the structural units responsible for the organization of the educational process.

Analytical part

At the same time, the commission notes that the university has developed an academic policy containing the main issues of students' educational and organizational activities.

As a result of the survey, the availability of academic counseling was fully satisfied (85.4%); accessibility of health services (73.8%); availability of library resources (89.3%); existing educational resources (85.4%); overall quality of curricula (81.6%); the ratio between student and teacher (88.3%).

Strengths / Best Practices

There is a program of adaptation and support for new and foreign students. The delivery of students by the university bus from the hostel to the academic building and back is organized.

EEC recommendations:

1. Over and 2019/20, a graduating department must conclude contracts, in addition to provide practical training to EP students, where students are given every opportunity to obtain the necessary skills in their specialization.

Conclusions of the EEC by criteria: *According to the standard "Students" 12 criteria are revealed, of which -7 are strong, satisfactory -5.*

6.7 STANDARD "ACADEMIC STAFF"

➤ The university should have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and staff development providing professional competence Total of the state.

➤ The university must demonstrate the compliance of the AS staffing potential with the university's development strategy and the specifics of the EP.

- The EP management must demonstrate a sense of responsibility for their employees and provide them with favorable working conditions.
- The EP management must demonstrate a change in the role of the teacher in connection with the transition to student- centered learning.
- The HEI should determine the contribution of AS to implementation of strategies university development, and other strategic documents.
- The university should provide opportunities for career growth and professional development of AS EP.
- The EP Guide should involve practitioners from relevant fields.
- The EP Guide should provide targeted developmental activities for young teachers.
- The university should demonstrate the motivation of professional and personal development of teachers of the EP, including the promotion of both the integration of scientific activities and education, and the use of innovative teaching methods.
- An important factor is the active use of AS EP information and communication technologies in the educational process (for example, on-line training, e-portfolio, MEP, etc.).
- An important factor is the development of academic mobility within the EP, attracting the best foreign and domestic teachers.
- An important factor is the involvement of AS EP in the life of society (the role of AS in the education system, the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs , etc.).

The evidence part

Personnel policy is reflected in the following university documents: Development Strategy of the Kazakh University of Economics, Finance and International Trade From KazUEFIT 01-05, 10.22.2015 , Internal Labor Regulations and Corporate Ethics Rules of the Kazakh University of Economics, Finance and International Trade R KazUEFIT 03-05, 25.12 .2014 g, Rules of selection and recruitment KazUEFIT P KazUEFIT 03-11, 29.01.2018 , bankruptcy rules of succession of AS and researchers R KazUEFIT 03-01, 12/8/2017, Regulations on the election to the post of acting docent, acting professor KazUEFIT R KazUEFIT 14-13,4.02.2016 ,Rule of Disciplinary Committee R KazUEFIT 03-04, 29/11/2016 g, Regulations on the Human Resources of the Commission R KazUEFIT 03-08, 29/11/2016 , Regulation on evaluation of the teaching staff University R KazUEFIT 14-01, 8.25.2015 , Methodical recommendations according to KPI workers KazUEFIT R KazUEFIT 14-05, 3/3/2017 , the Regulations on the procedure for internal investigations in KazUEFIT R KazUEFIT 03-10, 29/11/2016 , the Regulation on Commission anti-corruption activities R KazUEFIT 03-09, 11.29.2016 , Regulations on the remuneration system R KazUEFIT 18-0 8, 03.03.2017 , Regulations on remuneration and payment of additional allowances for employees of the Kazakh University of Economics, Finance and International Trade R KazUEFIT 18-03, 26.08.2015, The position of the competition “The best teacher” R KazUEFIT 01-03, 10.27.2016 , The position of the competition “The best university department” R KazUEFIT 14 123, 12.28.2017 All Regulations are published on the portal ARTA Synergy at <http://edo.kuef.kz/Synergy/> and are freely available for review by AS.

The personnel policy of KazUEFIT is designed to combine existing approaches, established methods and tools of personnel management, taking into account the best experience in the field of work with personnel. The basis of KazUEFIT Personnel Policy is the following basic principles:

- Complexity - coverage of all areas of human resource management
- Systematic - consideration of all the constituent elements of the policy in conjunction
- Transparency - openness at all stages of the human resource management process
- Justification - the use of modern scientific developments in the field of personnel management, which could ensure maximum economic and social effect
- Efficiency - the recoupment of costs for measures in the field of personnel management results of production activities

The EP management of this cluster demonstrates the conformance of the human resource

potential of the AS to the strategy and specifics of the educational programs. . Adequate, objective information about AS to the public is available on the university's website in the “AS Profiles” section or via the link: <https://www.kuef.kz/en/profil-pps/>.

Table 6 - Analysis of the qualitative composition of AS by EP cluster

№	Name of indicators		2014-2015	2015-2016	2016-2017	2017-2018	2018-2019 For the 1semester
1	The number of staff the AS ,leading training classes on given specialties	IS	46	44	42	38	44
		CS	45	44	43	38	23
		Design	37	39	36	35	31
2	Including with scientific degrees and titles (to - in /%)	IS	28 / 60.9	25 / 56.9	26 / 61.9	21 / 55.3	22/50
		CS	27/60	25 / 56.9	24 / 55.9	20 / 52,7	10/43
		Design	15 / 40.5	16 / 41.03	17 / 47.2	17 / 48.57	16 / 51.6
3	Number of The AS , Conducting GD , in total:	IS	15	15	15	14	20
		CS	15	15	14	12	1
		Design	16	17	15	18	17
4	Including with degrees and titles	IS	12/80	11 / 73,4	10 / 66,7	9 / 64.3	11/55
		CS	11 / 73,4	11 / 73,4	11 / 78.6	10 / 83,4	1/100
		Design	5 / 31.25	6 / 42.8	6/40	11/61	11 / 64.7
5	Number of The AS , Conducting BD and MD, in total :	IS	31	29	29	27	24
		CS	30	29	29	26	23
		Design	21	22	20	17	14
6	Including with degrees and titles	IS	17/55	8 / 53,3	15 / 51.8	12 / 44.5	11 / 45.9
		CS	17 / 56,7	15 / 51.8	14 / 48.3	10 / 38.5	10 / 43,5
		Design	10 / 47.62	10 / 45.4	9/45	7 / 41.2	8 / 57.1
7	Average age of AS	IS	48.7	48.3	46.5	45.3	44
		CS	48.3	46.3	46.5	45.3	44
		Design	45.78	46,8	45.1	48.6	49.3

The EP management demonstrates an awareness of responsibility for its employees and providing them with favorable working conditions and changing the role of the teacher in connection with the transition to student-centered education: rating wage system and material incentives for its outcomes; free access to the library and information resources of the university; providing an opportunity to improve their qualifications at the expense of the university in accordance with the decision of the university administration; organization of different levels English language courses; creation of conditions for use in the work of computer and office equipment, technical means of training, other equipment; facilitating participation in Kazakhstani and international competitions of scientific works and competitions for individual grants; publication of teaching materials of staff; providing material support to undergraduates and doctoral students; awarding letters and letters of gratitude from the top management of the university in the field of educational and scientific activities, social work and many years of diligent work.

The EP management ensures the completeness and adequacy of AS work plans for all activities, monitoring the performance and effectiveness of action plans, and demonstrates that teachers have completed all types of planned workload. The workload of AS specialties includes educational, educational and methodical, scientific, organizational and methodical work, the improvement of professional competence.

In all disciplines of the department teaching materials are developed.

Every year, AS take part in various cultural and sporting and recreational activities of the city

and republican levels.

Analytical part

During the visit, the EEC experts on this standard found that the department has a low level of academic mobility, which may lead to a lack of access to resources of third-party higher education institutions. In this regard, the management of accredited EPs need to increase the level of academic mobility of AS and research work. AS participate in competitions for funding research projects on the specifics of the EP. The EP leadership has not adequately presented an action program aimed at developing young AS with specific examples. Due to financial difficulties AS cannot initiate learning and participating in seminars, conferences and etc., therefore, the best practice for reducing lack of access is to use online-courses.

Strengths / Best Practices

- Strengths were not identified by the EEC members.

EEC recommendations:

1. Take measures to encourage young teachers to participate in academic mobility programs, conferences at all levels, competitions, research projects on the EP profile, the development of mentoring.

2 Strengthen the work on the development of academic mobility, AS enhancement, attracting the best foreign and domestic teachers and conducting joint research on the EP profile in the implementation of accredited educational programs.

Conclusions of the EEC by the criteria: According to the standard “Academic staff” 12 criteria are revealed, of which strong -1 satisfactory –10, requiring improvement –1.

6.8 STANDARD "EDUCATIONAL RESOURCES AND STUDENTS SUPPORT SYSTEMS"

➤ The EP management must demonstrate the adequacy of material and technical resources and infrastructure.

➤ The EP management should demonstrate the existence of support procedures for various groups of trainees , including information and counseling.

➤ The EP management must demonstrate that the information resources comply with the specifics of the EP, including compliance with:

- technological support for students and AS in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);

- library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases ;

- examination of the results of SRW, final works, dissertations on plagiarism;

- access to educational Internet resources;

- WI-FI functioning on the territory of the organization of education.

➤ The university should strive to ensure that the training equipment and software used for the development of educational programs are similar to those used in their respective fields.

➤ The university must ensure compliance with safety requirements in the learning process .

➤ The university should strive to take into account the needs of various groups of students in the context of EP (adults, working, foreign students, and students with disabilities).

The evidence part

The University has a material and technical base that provides for all types of practical training and research work of students, provided for by the educational programs of the University and

corresponding to the current sanitary-epidemiological and fire safety standards and rules. Creating an effective educational infrastructure is a prerequisite for the successful fulfillment by the university of its mission.

The management of the EP, AS departments, attendants conduct a systematic work on the analysis of the needs of educational programs in material and information resources. The processes of monitoring, measuring, analyzing and improving the material and technical base and information resources are carried out on the basis of the documented procedures of the certified quality management system (QMS). All computer classes are equipped with computers of the new generation, are united in a local network and connected to the Internet, the services of which all employees and students use for free and without time limit. In KazUEFIT there are 18 computer classes and 28 lecture halls, equipped with: multimedia projectors, projection screens and interactive whiteboards. In total, it is used: 43 - multimedia projectors, 17 - interactive whiteboards, 23 - projection screens. 58 laptops are used to support the activities of the university. There are specialized audiences equipped with computers for the EP : IS and CS - 14 items To ensure an adequate level of security and preservation of the material assets of the university, all computer classes are equipped with a video surveillance system and the existing video surveillance system has been upgraded. At this time, there is a partial update of computer equipment in the structural units of the university. All available computers are connected to the Internet. The number of Internet connection points in the educational building is 26 units, in the Student House there are 12 units. The connection point used by the University, provided by your ISP CCT “Astanatelecom “, through fiber-optic communication line technology at a speed of 100 Mbit / s to unlimited based on traffic. The students' house has access to the Internet by the provided provider “ KazTransCom ” at a speed of 32 Mbit / s on an unlimited basis for traffic using radio relay link technology.

There is an editorial and publishing department with a production site that has printing equipment equipped with the necessary equipment for publishing teaching materials, books, and visual aids . The University has a well-organized system of nutrition and consumer services for students. There is a medical office. The employee of the first-aid post has the duty of control over the state of sanitary and hygienic requirements of the university canteen and the quality of food, as well as the organization of sanitary and educational work and the promotion of a healthy lifestyle. All conditions for students are created in the Student House: a reading room equipped with computers with access to the global Internet, a recreation room, a kitchen and a household room equipped with necessary electrical household appliances. Data from a survey of students, faculty and staff indicate a sufficiently comfortable working environment. Jobs are provided with everything you need - comfortable furniture, modern office equipment. In accordance with the development strategy of the university and the planned modernization of the IT infrastructure of the university, all the necessary resources of the department are being modernized.

During the excursion, EEC members familiarized themselves with the state of the material and technical base of EP 5B042100 - “Design”, visited a number of study rooms and a design workshop:

№119 A - educational laboratory "Modeling and technical design tools", equipped with computer equipment (8 items), tools for creative work (18 items), software (18 items), slate board, educational furniture (tables, chairs-20, an easel, cabinets), a machine with numerical program control , using the method of layer-by-layer part creation — a 3D Printer, as well as office equipment, software and accessories for it (coils, disks);

№ 117A - computer room of the “Design” department, equipped with a stationary projector, screen, personal computers, with installed programs “ Corel DRAW Graphics Suite ”, “Photoshop CC ”, “Adobe Illustrator ”, “InDesign CC” , “AutoCAD ”, “ArhiCad 19” for training practical skills of students in the preparation of various graphic and architectural design projects .

No. 117 is a study room of creativity (in drawing and painting), equipped with art easels, chairs, desks, requisites, a podium for staged material and a sitter, spotlights with shields and removable light filters.

№ 104 - educational and methodical office, equipped with a stationary projector, interactive

board, shelving, training equipment.

In general, the material, technical, informational and library resources used to organize the process of training and education are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of accredited educational programs.

Analytical part

EEC confirms the availability of student support systems, including support through the university website. During meetings with trainees and AS, it was revealed that, unfortunately, most do not have financial opportunities to attend training, internships, and advanced training at leading universities in the world, therefore it is advisable to involve students and AS more widely in the best online courses.

As a result of the visual inspection of objects of the material base, the EEC members were convinced that the university has the necessary educational and material assets to ensure the educational process of the educational programs being accredited. The buildings and facilities of the university comply with current sanitary standards and fire safety requirements.

At the same time, during interviewing focus groups there were suggestions about the need to increase the number of classrooms for small and large groups and the updating of the material and technical base of educational laboratories.

The Commission notes that during the AMCS audit, the lack of textbooks and teaching aids for the last years of publications (10 years) was revealed.

According to the results of the survey, the availability of library resources is fully satisfied - 89.3%, "partially satisfied" - 8.7% of students; classrooms, classrooms for large groups - 73.8% (21.4%); cabinets for small groups

- 78% (19.4%); recreation rooms for students - 34.0% (18.4%); computer classes and internet resources - 71.9% (24.3%) of trainees; existing computer classes

- 70.9% (23.3%); scientific laboratories - 69.9% (22.3%). The total satisfaction of students with the provision of hostel is 69.9% (18.4%).

Strengths / best practice:

Strengths were not identified.

EEC recommendations:

1. Library University together with graduating department provide 100% security majors EP textbooks and o- teaching aids, particularly in Kazakh, in accordance with licensing requirements.

2. To create, by the end of 2019/20, an educational and methodological base on electronic media in accordance with the qualification requirements for the organization of educational activities in universities.

3. The University management consider the possibility of updating the material and technical base of the EP, as today technical laboratories of technical profile require capital investments to provide the educational process with modern equipment and software.

Conclusions of EEC by criteria: According to the standard "Educational resources and student support systems" 10 criteria are revealed, of which 1 is strong and 9 are satisfactory.

6.9 STANDARD " PUBLIC AWARENESS"

➤ The information published by the university within the EP should be accurate, objective, relevant and should include:

- implemented programs, indicating the expected learning outcomes;
- information on the possibility of assigning qualifications at the end of the EP;
- information on teaching, learning, assessment procedures;
- information about the scores and training opportunities provided by students ;

- information on graduate employment opportunities .

➤ EP management should use a variety of ways to disseminate information, including the media, information networks to inform the general public and stakeholders.

➤ Public awareness should provide support and clarification of the National district 's programs, development of the country and the system of higher and postgraduate education.

➤ The university should publish audited financial statements on its own web resource, including in the context of EP.

➤ The university should demonstrate the information on the web resource that characterizes the university as a whole and in the context of educational programs.

➤ An important factor is the availability of adequate and objective information about AS EP, in the context of personalities.

➤ An important factor is to inform the public about cooperation and collaboration with partners in the framework of the EP, including with scientific / consulting organizations, business partners, social partners and educational organizations.

➤ The university should post information and links to external resources on the results of external assessment procedures.

➤ An important factor is the participation of the university and the implemented EP in a variety of external assessment procedures.

The evidence part

The University publishes timely information on the implementation of educational programs. The published information is reliable, clear, objective, relevant and accessible to all stakeholders.

The university approved "publication plan image articles about the university" and articles on the activities of KazUEFIT, which defined the procedure and terms of publications about the activities of the university.

The university implemented principles of good content management, based on the target audience of Kazakh o- , Russian and English versions of the site in order to expand the geography of the University of representation, creating a favorable marketing environment, to optimize communication costs and the development of a system of relations with partners.

Media identified for publication are republican and regional newspapers and television and radio media, the university publishes the newspaper "Ulagat", where all publications are informational, image , and explanatory, interacting with journalists in order to provide the most complete and objective media coverage of the University and its structural divisions, assisting journalists in obtaining information, including photo, audio and video filming at the University in accordance with their oral and written statements. by filling in the university's social networking sites (Facebook , Instagram , VKontakte). On KazUEFIT website (kuef.kz) provides detailed background information about the university, faculty and departments that implement the EP of this cluster, where interested persons can find answers to their questions on educational resources and other activities of the university.

For applicants are placed training programs, admission conditions, deadlines for receiving documents in the selection committee, a list of necessary documents, contacts of selection committee. Students and faculty receive information about events taking place at the university, hostels, access to the repository, educational portal AIS "PLATONUS".

Information is published on the website (<https://kuef.kz/ru/>) and on social networks twitter (https://twitter.com/kuef_kz), facebook (<https://www.facebook.com/kuef.astana.1>), VKontakte (https://vk.com/kazf_kz), youtube (<https://www.youtube.com/channel/UCwOd6UouGeNKKRaGAZh5AgA>), instagram ([kuef_kz](#) , [kazuefmt_university](#)).

The University's website (<https://kuef.kz>) provides up-to-date information on the specifics of educational programs - a description of EP levels, EP objectives, practices, assignment of qualifications, competencies formed, staff (personnel directory), QMS procedures , students

'achievements, scientific activities of the AS department, data on international cooperation, contacts.

A special section has been opened for the media, which contains press releases about upcoming events. Potential and existing partners can find information about the faculty of the university, the administration, programs and cooperation conditions. For employees and potential employees, information is placed on employment, trade unions, etc.

Evaluation of satisfaction with information on the activities of the university and on the specifics and the progress of the implementation of educational programs is carried out annually through questionnaires, surveys, feedback, as well as through the rector's blog .

Information for the public about the university's educational programs is also available through booklets, information boards, banners, advertising and image articles in the media. In the social networks Instagram and Facebook are open the university pages, where the latest up-to-date information about the events held at the university and about the events in which the university participates is laid out.

The site regularly publishes information on academic mobility, competitions for awarding various scholarships, grants, recruitment for language courses, etc.

The preparation of information for placement on the university's Internet resources, in addition to the information posted by the training units and teachers on the educational portal, is carried out by the structural units concerned. The information is presented in three language versions: Kazakh, Russian and English. Responsible for the publication is placed on Internet resources approved by the rector of the university information. There is a procedure for filling information online portal.

The university holds meetings with the rector, vice-rectors, student assets, employers, teachers and university staff, where each meeting participant can ask any question of interest to each of the leaders and get reliable information.

Analytical part

Analysis of the information presented in the media showed a lack of public awareness about the implemented EP.

A student survey conducted during the EEC IAAR visit showed that satisfaction with students' awareness of courses, EP, and academic degrees was fully satisfied - 87.4%, partially satisfied - 11.7%, and partly not satisfied - 1.7% of students.

Strengths / best practice :

Strengths were not identified.

Conclusions of the EEC by the criteria: According to the standard "Public awareness", 13 criteria are revealed, of which -4 are strong and 9 are satisfactory.

6.10 STANDARD "STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES"

The evidence part

To improve the efficiency of the implementation of the EP in this cluster are the activities aimed at:

- to deepen, systematize, generalize and concretize the theoretical knowledge gained at the university;
- to improve the professionally significant skills in the field of specialization;
- on familiarization of students with professional environment and gaining practical experience and skills on the EP as a whole.

The effectiveness of educational programs of this cluster can be judged by the results of seminars, scientific and practical conferences, contests, as well as visits to thematic exhibitions, excursions at enterprises whose activities are related to information systems and technologies.

By EP “Information systems”, “Computers and software”, “Design” regularly holds meetings with employers on the employment of young professionals. At such meetings, representatives of companies explain to students about their activities and achievements in the field of information systems and design.

According to the “Methodical guidelines on practical training” and “Pre-diploma internship programs”, students perform certain types of practical work, research work. Students EP “Information Systems”, “Computers and software” are engaged in the development of databases, full-featured sites, and also deepen the theoretical knowledge and form professional skills by specialties.

EP students “Design” are engaged in the development and implementation of design projects by creating original design of printing and advertising products, developing interior design and interior equipment, small architectural forms, etc., reinforce the theoretical knowledge gained and acquire practical, professional skills. The priority objectives of higher education include ensuring the competitiveness of university graduates, which has become relevant and important in the conditions of the emergence of an economy based on market principles. For the protection of graduation works of students and undergraduates of this cluster EP are invited experienced employees of enterprises working in the field of information technology and design. Employment of graduates in educational programs shows the employer's satisfaction with the level of preparedness for the professional activities of graduates demonstrates the successful functioning of the internal quality assurance system programs

Analytical part

Based on the results of the analysis, the EEC members came to the following conclusion.

Visit to the department, laboratories, special classrooms showed that teaching on educational programs is carried out through the use of interactive and innovative teaching methods, software, multimedia presentation of the lecture, consideration of situational tasks, non-standard (creative) problem solving, business games, interactive whiteboard.

The EEC experts visited the EP 5B042100 practices database - “Design” PA “Union of Artists of Astana” and IE “Islam” (furniture production), which are located respectively at the following addresses: Republic of Kazakhstan, 010000, Astana, Abay Avenue, 19 and Astana, str. Sh. Zhiyenkulova 7/2.

During the visit, the experts got acquainted with the material and technical bases of PA “Union of Artists of Astana” and IE “Islam”, where some practical classes, technological, industrial and pre-diploma practices of students of EP “Design”. PA “Union of Artists of Astana” is a large non-profit association that receives large-scale government orders for the design of the city, has an exhibition hall, an art gallery and a number of workshops of honored cultural workers of RK, equipped with modern equipment and technical means for modeling from clay, stone and wood carving, bones; casting, for the manufacture of arts and crafts; sculptures, small architectural forms, complex architectural ensembles. In the workshop of Honored Worker of RK, EP Associate Professor “Design” Smagulova the S. A., Located in this building conducts practical training in the discipline “Sculpture and plastic modeling”.

Students undergo professional practice at the data bases of the department, protect the results of the practice in the form of a conference with the participation of managers from the enterprise and the university, as well as in individual disciplines like “Sculpture and Plastic Modeling”, “Painting”, “Designing Design Objects” for the EP “Design”, practical training on the basis of enterprises is practiced. In addition, the company provides all the necessary information of an analytical nature, data on the history and activities of enterprises that students learn and use in the process of coursework, diploma projects, practice reports. During the internship, students acquire practical skills and competencies in their specialty. The branch of the Department “Design” of the IE “Baysengirov” was also visited at: str. Zhubanova, 9. There is a training room equipped with educational furniture (desks and chairs), laptops, as well as an office with a device for automatic accurate drawing of drawings, diagrams, complex drawings, maps, three-dimensional

images and other graphic information on paper up to A0, necessary for student design students. On the basis of this branch, students in EP 5B042100 -"Design" acquire practical skills and abilities, as well as implement the results of scientific research in the process of implementation of graduation projects in production. To enhance the practical training of students, such disciplines are held: "Designing Graphic Design Objects", "Designing Architectural Design Objects", "Computer Graphics", etc.

Studying on the basis of the EP branches "Design" "PA Union of Artists of Astana" and IE "Basengirov" develop design projects with the help of modern computer programs, new types of graphic arts products, sculptural projects and environmental complexes, art objects offered by leading teachers of the department. In order to improve the educational process, experts recommended enhancing the academic mobility of AS, master classes in the workplace.

Strengths / best practice:

-No strengths identified.

EEC recommendations:

1. For students of the EP "Design", it is necessary to provide knowledge and skills of creative activity practiced in the world, and knowledge of art management (on trajectories of architectural and graphic design: it is necessary to buy props and replenish a gypsum aund).

Conclusions of the EEC on the criteria for EP 5B070300 / 6M070300 "Information systems", 5B070400 "Computers and software": *According to the standard "Standards in the context of individual specialties" 5 criteria are revealed, of which 1 is strong and 4 are satisfactory.*

Conclusions of EEC on criteria for EP 5B042100 "Design": *According to standard "Standards from the perspective of individual specialties" 10 criteria are revealed, from them strong - 3, satisfactory -6, demanding improvement - 1.*

(VII) OVERVIEW OF STRONG POINTS/ BEST PRACTICE FOR EACH STANDARD

STANDARD "MANAGEMENT OF EDUCATIONAL PROGRAMME"

The university has a published quality policy. Clearly defined responsible for the implementation of EP business processes. There are academic tips on EP. Actively participate in various EP ratings.

STANDARD "INFORMATION MANAGEMENT AND REPORTING"

Within this Standard, no strengths have been identified.

STANDARD "FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME"

For development and management of the EP, a full-time staff member is working - the head of the educational program with the appropriate authority. Really working EP Academic Council.

STANDARD "CONTINUOUS MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAMMES"

Academic Council conducts annual EP monitoring and review by employers. Availability of expert opinions of staff.

STANDARD "STUDENT – CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE"

Within this Standard, no strengths have been identified.

STANDARD "STUDENTS"

There is a program of adaptation and support for new and foreign students. The delivery of students by the university bus from the hostel to the academic building and back is organized.

STANDARD "ACADEMIC STAFF"

Within this Standard, no strengths have been identified.

STANDARD "EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS"

Within this Standard, no strengths have been identified.

STANDARD "PUBLIC AWARENESS"

Within this Standard, no strengths have been identified.

STANDARD "STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES"

Within this Standard, no strengths have been identified.

VIII OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT OF EACH STANDARD

1. By the end of the 2018/19 school year, the EP management will develop a refined graduate model and an EP development plan with specific measurable indicators and designate those responsible for the execution of the plan.

2. To ensure that, by the beginning of the 2019/20 school year, an EP training course is held in the field of education management.

STANDARD «INFORMATION MANAGEMENT AND REPORTING»

1. To work out mechanisms for organizing seminars on topical issues of disciplines of educational programs with the involvement of specialists from corporate partners.

2. Consider the possibility of preparing students accredited EP to professional certification.

STANDARD «CONTINUING MONITORING AND PERIODICAL EVALUATION OF EDUCATIONAL PROGRAMME»

1. To ensure practice-oriented accreditation of educational programs taking into account the requirements of the labor market and professional associations of employers, including by increasing the time allotted to work experience on the basis of enterprises with obtaining related professions.

STANDARD «STUDENT CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE»

1. It is necessary to develop programs for the development of educational and scientific laboratories and create conditions for the development of research teams, involving students in research activities on the EP profile.

STANDARD «STUDENTS»

1. During 2019/20 academic years, the graduating department concludes contracts, additionally available, for practical training by EP students, where students will be given all the opportunities to acquire the necessary practical skills in their specialization.

STANDARD «ACADEMIC STAFF»

1. Take measures to stimulate young teachers to participate in academic mobility programs, conferences at all levels, competitions, research projects on the EP profile, development of mentoring.

2. Strengthen the work on the development of academic mobility, AS enhancement, attracting the best foreign and domestic teachers and conducting joint research on the EP profile in the implementation of accredited educational programs.

STANDARD «EDUCATIONAL RESOURCES AND STUDENTS SUPPORT SYSTEMS»

1. The library of the university, together with the graduating department, should provide for 100% provision of the main EP disciplines with textbooks and teaching aids, especially in Kazakh, in accordance with licensing requirements.

2. To create, by the end of the 2019/20 school year, an educational and methodological base on

electronic media in accordance with the qualification requirements for the organization of educational activities in universities.

3. University management consider the possibility of updating the material and technical base of the EP, as today technical laboratories of technical profile require capital investments to provide the educational process with modern equipment and software.

STANDARD «STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES»

1. For students of EP "Design", it is necessary to provide for the possibility of providing knowledge and skills of creative activity practiced in the world, and knowledge of art management. (along the trajectories of architectural and graphic design: it is necessary to acquire requisites and replenish the gypsum fund).



(IX) PARAMETERS OF SPECIALISED PROFILE

(5B070300/6M070300 “Information systems”, 5B070400 “Computers and software”,

5B042100 “Design”)

№	№	Criteria for evaluation	Position of educational organization			
			Strong	Satisfactory	Recommended to improve	Unsatisfactory
Standard "Management of educational programs "						
1	1.	The university must have a published quality assurance policy.	+			
2	2.	The quality assurance policy should reflect the link between research, teaching and learning.	+			
3	3.	HEI ought to demonstrate the development of culture of quality assurance, including in the context of the EP.		+		
4	4.	Commitment to the quality assurance must relate to any activity performed by contractors and partners (outsourcing), including the implementation of joint / two-degree education and academic mobility.		+		
5	5.	The university must have a published quality assurance policy.		+		
6	6.	The EP administration demonstrates functioning of formation approaches and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, addressing the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.	+			
7	7.	The EP administration should involve representatives among groups of stakeholders, including employers, students and teaching staff to improve the development plan for the EP.		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.		+		
9	9.	The university must clearly identify responsible for business processes within the EP, an unambiguous distribution of staff duties, and the delineation of functions of collegial bodies.	+			
10	10.	The EP administration must provide evidence of management transparency on the development program.	+			
11	11.	The EP administration must demonstrate successful functioning of the internal quality system of the EP, including its design, management and monitoring, its	+			

		improvement, making decisions based on facts.				
12	12.	The EP administration must implement risk management.		+		
13	13.	The EP administration must ensure participation of representatives of interested parties (employers, teaching staff and students) within work of collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.	+			
14	14.	The university should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	The EP administration must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.		+		
16	16.	The EP administration must be trained in the educational management programs.			+	
17	17.	The EP administration must aim to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.	+			
In total according to standard			8	8	1	
Standard “Information Management and Reporting”						
18	1.	The university should ensure system functioning system for collecting, analyzing and managing information based on the use of modern information and communication technology and software.		+		
19	2.	The EP management must demonstrate a systematic use of the processed, adequate information to improve an internal quality assurance system.		+		
20	3.	Within the EP, a system of regular reporting must perform, which might represent all levels of structure, including assessment of effectiveness and efficiency of activities of the departments and faculties, scientific researches.		+		
21	4.	The university should establish frequency, forms and methods of evaluating the management of the EP, activities of collegial bodies and structural units, higher management, implementation of research projects.		+		
22	5.	The university must demonstrate how to determine the system and ensure protection of information, including individuals responsible for accuracy and timeliness of information analysis and data provision.		+		
23	6.	An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information, and making decisions based on them.		+		
24	7.	The EP management must demonstrate the presence of communication method with students, employees and other interested parties, including conflict resolving mechanisms.		+		

25	8.	The university should provide the way of measuring a satisfaction level of staff and students in the EP and demonstrate elimination of deficiencies found.		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.		+		
		Information collected and analyzed by the university should take into account:				
27	10.	Key performance indicators;			+	
28	11.	dynamics of the contingent of students in the context of forms and types;	+			
29	12.	level of academic performance, achievement of students and exclusion;	+			
30	13.	satisfaction of students with the implementation of the quality of teaching at the university;	+			
31	14.	availability of educational resources and support systems for students;		+		
32	15.	Employment and career growth of graduates.		+		
33	16.	Students, employees and teaching staff must document their consent to process of personal data.	+			
34	17.	The EP administration should assist in providing all relevant information in relevant fields of science.		+		
In total according to standard			4	12	1	
Standard "Formulation and approval of educational programs"						
35	1.	The university should determine and document the procedures for the development of the EP and their approval at the institutional level.	+			
36	2.	The EP administration must ensure that the developed EPs comply with established goals, including expected learning outcomes.	+			
37	3.	The The EP management EP should provide a model graduate of the EP with description of learning outcomes and personal qualities.	+			
38	4.	The management of the EP must demonstrate an external examination of the EP.		+		
39	5.	Qualifications obtained at the end of the EP must be clearly defined, clarified and meet a specific level of the NQC.		+		
40	6.	The EP administration should determine the influence of disciplines and professional practices on the formation of learning outcomes.	+			
41	7.	An important factor is the possibility of preparing students for professional certification.		+		
42	8.	The EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.	+			
43	9.	The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.	+			
44	10.	The EP administration should provide the content of educational disciplines and results to correspond to the level of education (bachelor, master, and doctorate).		+		

45	11.	The structure of the EP should provide for various activities corresponding to the learning outcomes.	+			
46	12.	An important factor is the presence of joint EPs with foreign educational organizations.			+	
In total according to standard			7	4	1	
Standard "Continuing monitoring and periodical evaluation of educational programs "						
47	1.	The university should monitor and periodically evaluate the EP in order to achieve the goal and correspond to the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.	+			
		Monitoring and periodical evaluation of the EP should consider:				
48	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;	+			
49	3.	changes in the needs of society and the professional environment;	+			
50	4.	workload, performance and graduation of students;	+			
51	5.	the effectiveness of student assessment procedures;		+		
52	6.	expectations, needs and satisfaction of students with EP training;	+			
53	7.	The educational support and support services are consistent with the objectives of the EP.		+		
54	8.	The university and the administration of the EP must provide evidence of participation of students, employers and other stakeholders in the revision of the EP.	+			
55	9.	All interested parties should be informed of any planned or taken actions in relation to the EP. All changes made to the EP should be published.		+		
56	10.	EP management must ensure a review of the content and structure of the EP, taking into account changes in the labor market, employers' requirements and social demands of society	+			
In total according to standard			7	3		
Standard "Student-centered learning, teaching and assessment of academic performance "						
57	1.	The EP management must ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The EP management should ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is existence of own research in the field of teaching methods of disciplines in the EP.		+		
60	4.	The management of the EP must demonstrate the presence of feedback systems in use of various teaching methods and evaluation of learning outcomes.		+		
61	5.	The management of EP must demonstrate support for the autonomy of students, while simultaneously guiding and helping the teacher.		+		

62	6.	The EP's management must demonstrate the availability of a procedure for responding to student complaints.	+			
63	7.	The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes for each EP, including the appeal.		+		
64	8.	The university must ensure that the procedures for evaluating the results of teaching students of the EP correspond to the planned learning outcomes and the objectives of the program. Criteria and assessment methods in the framework of the EP should be published in advance.		+		
65	9.	The university should determine mechanisms for ensuring development of each graduate of the EP of learning outcomes and ensure the completeness of their formation.		+		
66	10.	Assessing individuals should possess modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
In total according to standard			1	9		
Standard "Students"						
67	1.	The university should demonstrate the policy of forming a contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.	+			
68	2.	The EP management must conduct special adaptation programs and support for recently admitted and foreign students.		+		
69	3.	The institute should demonstrate its compliance with Lisbon Convention on Recognition.	+			
70	4.	The university should cooperate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC to ensure comparable recognition of qualifications.		+		
71	5.	The EP's management must demonstrate the presence and application of mechanism for recognizing the results of the academic mobility of students, as well as results of additional, formal and non-formal education.		+		
72	6.	The university should provide an opportunity for external and internal mobility of students of the EP, as well as assist them in obtaining external grants for training.		+		
73	7.	The management of EP should make the maximum amount of effort to provide students with places of practice, to promote the employment of graduates, continually keep contact with them.	+			
74	8.	The university must provide graduates of the EP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.	+			

75	9.	An important factor is monitoring of employment and professional activities of graduates of EP.	+			
76	10.	The EP management should actively encourage students to educate themselves and develop outside the main program (extracurricular activities).		+		
77	11.	An important factor is current alumni associations / associations.	+			
78	12.	An important factor is the availability of mechanism for supporting gifted students.	+			
In total according to standard			7	5		
Standard "Academic staff"						
79	1.	School must have an objective and transparent personnel policy, including recruitment, professional growth and development, providing professional competency of all staff.		+		
80	2.	The university should demonstrate the compliance of the staff potential of the faculty with the development strategy of the university and the specifics of the EP.		+		
81	3.	The EP management must demonstrate an awareness of responsibility for its employees and ensuring favorable working conditions for them.		+		
82	4.	The EP management should demonstrate a change in the role of teacher in a link to student-centered learning.		+		
83	5.	The university should determine the contribution of teaching staff to the implementation of the university's development strategy, and other strategic documents.		+		
84	6.	The university should provide opportunities for career growth and professional development of teaching staff of the EP.		+		
85	7.	The management of EP should involve practitioners from relevant fields in the teaching.		+		
86	8.	The management of EP should provide targeted actions for the development of young teachers.		+		
87	9.	The university should demonstrate the motivation of professional and personal development of teachers of the EP, including promotion of both the integration of scientific activities and education, and the use of innovative teaching methods.		+		
88	10.	An important factor is active use of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.).	+			
89	11.	An important factor is the development of academic mobility in the framework of the EP, attracting the best foreign and domestic teachers.			+	
90	12.	An important factor is involvement of teaching staff in life of society (the role of teaching staff in the education system, the development of science, the region, the creation of cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
In total according to standard			1	10	1	

Standard "Educational Resources Student Support Systems"						
91	1.	The EP administration should demonstrate the adequacy of material and technical resources and infrastructure.		+		
92	2.	The EP management must demonstrate the availability of support procedures for various groups of students, including information and counseling.		+		
		The EP management must demonstrate the compliance of information resources with the specifics of the EP, including compliance with:				
93	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
94	4.	library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
95	5.	Access to Internet		+		
96	6.	examination of research results, final papers, dissertations on plagiarism;		+		
97	7.	Functioning WI-FI in the educational organization.	+			
98	8.	The university should strive to ensure that the training equipment and software, used for the development of the EP, are similar to those used in the relevant industries.		+		
99	9.	The HEI should ensure compliance with safety requirements in the process of learning.		+		
100	10.	The university should strive to take into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).		+		
In total according to standard			1	9		
Standard "Public awareness"						
		The information published by the university in the framework of the EP should be accurate, objective, relevant and should include:				
101	1.	Implemented programs, with expected learning outcomes;	+			
102	2.	information about the possibility of assigning qualifications at the end of the EP;	+			
103	3.	Information teaching, training, assessment procedures;		+		
104	4.	information about the scores and training opportunities provided by students;		+		
105	5.	And information about the employment opportunities for graduates.		+		
106	6.	The EP management should use a variety of ways to disseminate information (including the media, web resources, and other information networks) for informing the general public and interested parties.	+			
107	7.	Public awareness should include support and clarification of the country's national development programs and the system of higher and postgraduate education.		+		
108	8.	The university should publish audited financial statements on its own web resource.		+		

109	9.	The university should demonstrate the information on the web resource that characterizes the university as a whole and in the context of the EP.		+		
110	10.	An important factor is the availability of adequate and objective information about the faculty of the EP, in terms of staff.		+		
111	11.	An important factor is to inform the public about the cooperation and collaboration with partners in the framework of the EP, including scientific / consulting organizations, business partners, social partners and educational organizations.		+		
112	12.	The university should post information and links to external resources on the results of external assessment procedures.	+			
113	13.	An important factor is the participation of the university and the various external assessment procedures.		+		
In total according to standard			4	9		
Standard “Standards from the perspective of individual specialties”						
NATURAL SCIENCE, AGRICULTURAL SCIENCES, TECHNICAL SCIENCES, AND TECHNOLOGIES						
		Educational program guidelines "Natural sciences", "Technical sciences and technologies", such as "Mathematics", "Physics", "Information systems", etc., must meet the following requirements:				
114	1.	In order to familiarize students with the professional environment and relevant issues in the field of specialization, as well as to acquire skills based on theoretical training, the education program should include disciplines and activities aimed at gaining practical experience and skills in the EPs in general and major disciplines in particular, including: excursions to enterprises in the field of specialization (factories, workshops, research institutes, laboratories, educational and experimental farms, etc.), conducting individual classes or entire disciplines in the enterprise of specialization, conducting seminars to solve practical problems that are relevant for enterprises in the field of specialization, etc.;		+		
115	2.	The teaching staff involved in the education program should include full-time teachers with long-term experience as a staff member in enterprises in the field.		+		
116	3.	The content of all disciplines of the EP should be to some extent based and include a clear relationship with the content of the fundamental natural sciences, such as mathematics, chemistry, and physics.		+		
117	4.	The EP management should provide measures to strengthen practical training in the field of specialization.		+		
118	5.	The EP management should provide training for students in the field where modern information technologies are applied.	+			
In total according to standard			1	4		

ART						
Образовательные программы по направлению «Искусство», такие как «Дизайн» и т.п., должны отвечать следующим требованиям:						
119	1.	The EP management must demonstrate that graduates have a program of theoretical knowledge in the field of arts and self-expression skills through creativity that are related to the competencies of the accredited EP, for example - choreography, singing, graphics, painting, sculpture, architectural, industrial, graphic design, etc. .;	+			
120	2.	The EP management must demonstrate learning skills of self-learning and self-development;		+		
121	3.	As part of the program, students should be able to attend at least one discipline in their field of specialization, taught by a practicing specialist;		+		
122	4.	The EP should include the maximum possible number of disciplines and activities in which skills are taught to students individually or in small groups, for example, conducting master classes of distinguished personalities in the field of specialization;	+			
123	5.	The EP management should organize for students the maximum possible number of activities that contribute to the demonstration of students, acquired creative skills, for example, concerts and exhibitions;		+		
124	6.	Creative work, participation in contests, competitions, performances is a part of scientific activity.		+		
125	7.	Within the framework of the EP, students should be provided with the knowledge and skills of creative activity and methods / technologies practiced in the world, and knowledge of art management;			+	
126	8.	The EP should contribute to enrich creative experience in various activities inherent to the EP;		+		
127	9.	In order to familiarize students with the professional environment and current issues in the field of specialization, as well as to acquire skills based on theoretical training, the education program should include disciplines and activities aimed at gaining practical experience and skills in the EP in general and major disciplines in particular, including: excursions to enterprises in the field of specialization (museums, theaters, design offices, etc.), conducting individual classes or entire disciplines in the enterprise of specialization, conducting seminars to solve practical problems that are relevant for enterprises in the field of specialization, etc.;	+			
128	10.	The most important factor in the EP is the presence of a mechanism for collegial assessment of the students' creative examination papers.		+		
In total according to standard			3	6	1	0
TOTAL			44	79	5	0